

Admissions Issue Resolution: Escalation Paths for Private and Small Schools

Why Escalation Paths Matter

Clear escalation paths prevent delays and confusion in the admissions process. By defining who handles which issues—and when to involve senior leadership—schools can:

- Resolve problems faster
 - Improve the parent and student experience
 - Reduce admin staff burnout
 - Keep admissions pipelines flowing smoothly
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Common Admissions Issues That Require Escalation

- Missing or incorrect application documents
- Delayed application review
- Lost admissions data
- Miscommunication with parents
- Technical system access issues
- Enrollment deadline risks

**** Example Escalation Paths ****

Issue Type	First Point of Contact	Second Level Escalation	Final Escalation
Incomplete application forms	Admissions Clerk / Admin	Admissions Coordinator	Head of School
Technical system issues (e.g., SIS not saving)	IT Support / Vendor Help	Operations Manager	Head of School
Delayed decision-making	Admissions Officer	Principal	School Board
Parent complaints about communication	Front Office / Admin Team	Principal	Head of School
Compliance concern (e.g., missing consent form)	Admissions Clerk / Admin	Compliance Officer	Principal

Visual Flowcharts (Suggested)

Administrative Issues:

Admin identifies the issue → Attempts resolution → Escalates to Admissions Coordinator → Escalates to Head of School

Parent-Facing Issues:

Admin team addresses concern → Escalates to Principal → Escalates to Head of School

Technical Issues:

Admin reports to IT / Vendor → Escalates to Operations Manager → Escalates to Head of School

Best Practices for Managing Escalations

- Set clear response times (e.g., 24 hours at first level, 48 hours at second level)
- Document all escalation steps in your admissions system or shared logs
- Regularly review which issues occur most and adapt processes
- Assign backups for all escalation contacts to ensure continuity during absences

Customizable Escalation Path Template

Issue Type	First Contact	Second Level	Final Escalation

**** Example Contact List Format ****

Role	Name	Email	Phone
Admissions Clerk	Sarah Thompson	sarah@school.edu	555-123-4567
Admissions Coordinator	James Reed	james@school.edu	555-987-6543
Principal	Maria Gonzales	maria@school.edu	555-222-3333
Head of School	Olivia Barnes	olivia@school.edu	555-444-5555

Recommended Tools for Managing Escalation Paths

- DreamClass task assignment & roles
- Google Docs or Sheets
- Shared email groups for "admissions@school.edu"
- Basic project tracking tools (e.g., Trello, Asana) for larger teams

**Empower your admissions team to solve problems before they grow.
Clear escalation paths keep your school running smoothly
during the busiest seasons.**