

# EDUCATION: TEACH YOUR PROCESSES TO BE SMART

## EDUCATION



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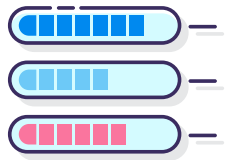
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# Critical business processes in *education*



Do these problems sound familiar?



Too many uncoordinated tasks creating errors and frequent student complaints?



Registration process involving a lot of manual, paper-based tasks for the student and the staff?



Stand-alone legacy systems that could use a centralized online platform for a better student experience?

YOU'RE NOT ALONE  
**Workable solutions are at hand!**



**OLD DOMINION**  
UNIVERSITY



**DAUPHINE**  
UNIVERSITÉ PARIS



## SUCCESS STORY

### Old Dominion University (ODU)



- Students, faculty, and staff frustrated and confused by multiple, paper-based processes to access educational and administrative systems.



- Students have faster access to necessary resources for classes and degrees.
- Faculty have integrated access to student data
- Staff spends less time on administration tasks

[Read the full story](#)

## Accelerate Account Request Processes



Old Dominion University handles an immense amount of data, and has a complex matrixed organization structure. ODU's user account request process handles user data from different systems throughout the university (email, LAN, UNIX accounts, file shares, and more). New faculty and staff, as well as students, would request these accounts through a **manual paper process**.

The project goal was to automate all of these requests to result in a **fully electronic online system** to eliminate the need for **manual, paper-based processing**. A BPM solution was needed to streamline the request, approval and account creation process integrated with ODU's identity management system and its databases.

“Streamlining our account request process means we are less reliant on manual paper-based work. We achieved our goal of having an electronic, online account request process.”

- Nathalie Metzger, Middleware developer



#### About Old Dominion University

ODU has been a public research university in Norfolk, Virginia for over 80 years, and is one of the American's largest providers of online distance learning courses. It comprises over 24,000 students and over 1,200 teachers. Old Dominion University offers 70 bachelors, 60 masters and 36 doctoral degree programs and 2 educational specialist degrees.

# Improve student experience and services *through DPA\**



Supporting different student profiles across a variety of channels is a very complex problem for universities, particularly at UQ where the technology landscape is large and complex with legacy systems such as Student Management, HR, Financial and Learning Management - some of them decades old.

The University of Queensland needed to provide a **world class student experience** supported by internal business process automation, **digitise and automate internal processes** that support the student journey, and leverage their existing **legacy systems**. Now students can submit and track administrative requests in real time from their web or mobile device and the time taken for staff to process requests has been greatly reduced.

66

*We think about students as customers. They have huge expectations and don't want to have to go to different systems to get access to various kinds of service requests.*

- Richard Rerrie, Senior IT Manager

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## About the University of Queensland (UQ)

UQ is one of Australia's leading research and teaching institutions. In 2017, the University had more than 52,000 students including 15,400 international students from 141 nations. UQ is continually discovering and practising innovative approaches to fostering student retention and employability.

03

\*DPA: Digital Process Automation



## SUCCESS STORY University of Queensland (UQ)



- Student expectations for modern, mobile-accessible systems were not met
- Legacy systems presented barriers to integration



- 40+ automated business processes in 12 months.
- Better student experience.
- 12,000 staff hours saved per year or 67% increase in efficiency.

[Read the full story](#)



## SUCCESS STORY

### Université Paris-Dauphine (UPD)



- Lack of automation leading to heavy hands-on effort.
- Too much time spent on administrative management and routine tasks.
- Need to decrease the number of errors and complaints.



- Improved experience for student and staff.
- Fewer errors and increased accuracy through good data.
- File processing time cut in half.

[Read the full story](#)

## Streamline internship management *for students and teachers*

Internships are critical as they impact the student's professional journey and are subject to complex rules. For example, the validation process involves different scoring for work experience depending on the company, the position, etc. Each request from a student requires double checking and there are frequent changes.

There are about 2,200 adjunct teachers who have to provide more than 5,000 documents every year. These documents go through a lot of people for signature. There are several dozens of people involved in these various processes at any time.

As UPD puts artificial intelligence around the processes, transformation teams can learn to better identify where they lose time, and identify through process interactions whether the end user is happy or not.

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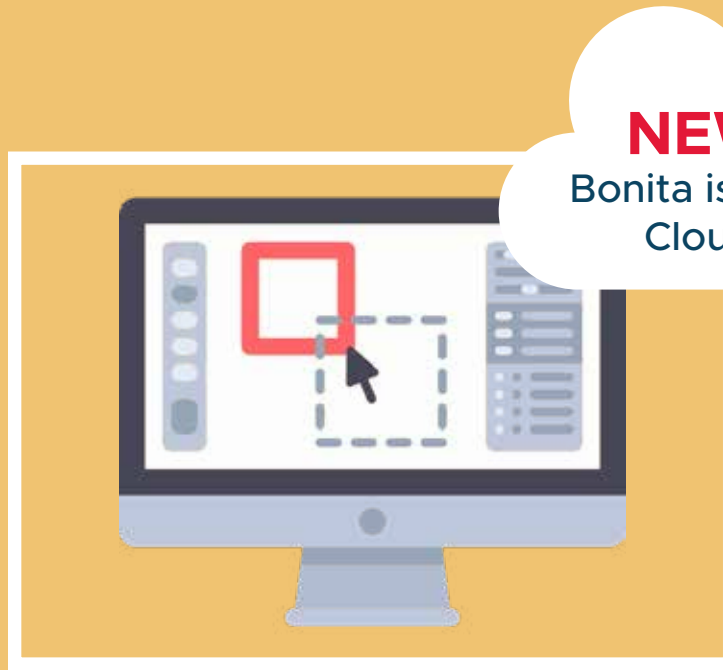
*With Bonita and RS2i as an integrator partner, we can offload some technical tasks and stay focused on our overall mission. Having an integrator makes it possible to develop the different building blocks of our stack and pull them together.*

- François Madjlessi - CIO

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### About the Université Paris-Dauphine (UPD)

Since it opened its doors in 1968, Université Paris-Dauphine has been a unique player in French higher education - both highly selective and unreservedly committed to promoting social and cultural diversity.



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