

# Online university cuts processing time by 50 percent

*“Our transfer credit evaluation process time has been cut by more than half. We’ve freed 2,500 square feet of office space that was used for storing paper files, a significant cost savings.”*

– Tracy Cosker  
Associate Vice President, Transfer Students

## The Challenges

- Handle 40 percent annual growth
- Evaluate transfer credits and register students faster
- Connect data in SIS with student documents

## The Results

- Saves 2,500 square feet of office space
- Cuts transfer credit evaluation time by 50 percent
- Automates document review processes

## The Customer

About two-thirds of the 63,800 students at American Public University System (APUS) are active duty military services members. APUS includes both American Military University and American Public University. Giving a 100-percent online education, APUS lets students continue their education no matter where they are stationed – from Fort Knox to Baghdad.

## The Challenges

In 2007, APUS was growing by 40 percent annually and Student Records had to handle more and more inbound paper. Half-paper, half-electronic records were slowing down processes that helped students register for classes. The longer students waited to register, the less likely they were to enroll in a timely fashion, which was inconsistent with the APUS student-focused mission.

## The Journey

APUS began its search for a basic electronic document storage solution, but it didn’t take long for the university to discover that it could do so much more with enterprise-class document management and workflow.

“We chose OnBase because of Hyland’s experience and reputation in the higher education market. OnBase easily integrates with the SIS we developed in-house. Other vendors pushed their integrations with other products. We appreciated that OnBase let us keep the system we knew worked for us,” says Tracy Cosker, Associate Vice President, Transfer Students.

## The Solution

While the university’s proprietary student information system (SIS) manages all of the data surrounding a student, APUS needed a solution to manage documents in conjunction with that data. APUS chose the OnBase enterprise content management (ECM) suite with core capabilities in imaging, document management and workflow. OnBase connects the SIS with the operations and processes that occur outside of it.

## Student Records Completed Faster

The application process begins with the prospective student submitting an online application. The application and student data are stored in the SIS, while OnBase handles the document-centric parts of the process.

*"We needed to unite our documents with our SIS, to connect our data with our flow of paper. OnBase complements our SIS, providing the unifying solution we needed."*

– Geanine Garcia-Poindexter  
Director of Student Records

Receiving 700 documents via fax and mail each day, the Student Records team previously tracked each student's file manually. They now manage the documents in OnBase and track the completion automatically. The new process has reduced the amount of time to complete the student application and improved student satisfaction.

#### **Transfer Credit Document Evaluation Reduced by 60 Percent**

Because students often wait to register until they receive their transfer credit evaluation (TCE), completing the process quickly is imperative. The longer the process takes, the longer the student waits to register and the more likely the student is to choose another option.

Since implementing OnBase, APUS has seen a 60 percent reduction in document review time. The total TCE process time has decreased by more than 50 percent, and the average time to completion of 4.8 weeks is now down to only 2.3 weeks. With measurable process improvements, employees process more applications in less time, applicants enroll faster, and student satisfaction is improved.

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#### **Why OnBase?**

Because of the process improvement, APUS registers students faster. The faster process times have also increased student satisfaction as well as employee productivity, satisfaction and morale. APUS anticipates that the university will continue the same fast-paced growth, while its transfer credit evaluation and student records processes become more efficient as a result of automation.

- Saves 2,500 square feet of office space, a significant cost savings
- Cuts transfer credit evaluation time by 50 percent
- Automates document review processes from application to registration

#### **time to make a difference.**

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

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\* All information current as of March 2010