

Beating the competition: faster decisions and better service attracts best-fit students

“Imaging and workflow management saves time and money. Our office is more efficient and provides quicker responses to inquiries. No more file or transcript search parties.”

– Chris J. Foley, Director of Undergraduate Admissions

The Challenges

- Create a university-wide document management standard
- Send application decisions faster
- Integrate with Oracle® PeopleSoft® applications

The Results

- Application review within two weeks
- More applications processed in less time without adding staff
- Higher levels of service, increasing competitive advantage

The Customer

Indiana University-Purdue University Indianapolis (IUPUI) was created as a partnership between Indiana and Purdue universities. With 29,000 students, IUPUI is the second-largest campus in the Indiana University (IU) system and the third largest university in Indiana.

The Challenges

Paper was slowing down work across departments and around campuses at IU. In departments as varied as Admissions, Accounts Payable (AP), Registrar, Physical Plant, and Contracts and Grants, IU needed a solution that would readily allow access to documents, automate processes and get rid of paper.

The IUPUI campus was losing potential students because it couldn't make timely admissions decisions. IUPUI needed a way to decrease its undergraduate application processing speed that was taking up to eight weeks. To be most effective, the solution had to work in conjunction with its Oracle PeopleSoft applications.

The Solution

IU chose the OnBase enterprise content management (ECM) suite as a standard for the entire university. The IUPUI Office of Undergraduate Admissions uses OnBase to accelerate the application process without taking away any of the personal attention from each decision. The solution:

- Imports electronic and paper applications and matches them with related documents
- Automates file routing for review; alerts reviewers to read and make decisions
- Automates file handoff from Admissions to Records and updates changed data directly from PeopleSoft

Instead of hunting for information, counselors have more time to spend on making informed and careful decisions and recruiting the best students. The Admissions department has decreased undergraduate application processing from eight weeks down to only two weeks – without adding staff.

“Hyland understands admissions workflow and works diligently to tailor OnBase to your needs.”

– Chris J. Foley, Director of Undergraduate Admissions

Adding departments expands value, eases IT administration

To complement the Admissions processing, the IUPUI Financial Aid department is using OnBase to enter tax forms, grant papers and consortium agreements. The quality inspection of financial aid decisions will soon be a process managed and routed from within OnBase. Workflow will facilitate the satisfactory academic progress (SAP) process and the loan certification process.

Other departments at IUPUI using OnBase include the Registrar, Human Resources (HR) and University College.

- The Registrar uses OnBase to aid in processing name or information changes, drop/add statements, transcripts, grade documents and degree information
- HR manages employee documents to increase efficiency and employee privacy
- The University College enters academic probations, notices and progress forms into OnBase for more efficient processing, greater security and more convenient access

Why OnBase?

By choosing a single content management solution, IU has an enterprise document management and workflow solution. Departments can more easily interact and share information, yet security is not compromised because only authorized users have access to information.

Because the university as a whole contributed to the initial investment, now departments can easily add-on to realize the benefits with minimized cost. IT complexity is reduced and total cost of ownership is low.

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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.

Learn more at OnBase.com/HigherEducation

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