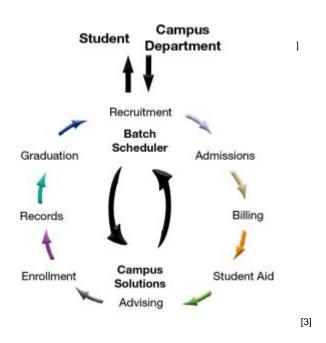
Batch processing automation brings efficiencies to campuses [1]



Back in the good ole' days of onboarding students, campus departments relied on interoffice mail and email to share data about student progress through their degree. Students visited multiple departments and waited until manual processing was complete to get answers about everything from their admission status, to financial aid to whether they passed all of their graduation requirements.

Automation changed all that with batch processing work flows that sped up processing times and enabled departments to collaborate more effectively, like the <u>batch process that</u> concatenates test scores and validates existing students in Campus Solutions at the <u>CU</u> <u>Denver Admissions office</u> [4]. Learn how UIS's <u>Production Service team</u> [5] supports campus efficiencies through batch processing automation.

What is batch processing?

It's the automated processing of a group of records, as opposed to manually processing transactions individually, which used to take campus staff upwards of a full day. Where university staff once set aside multiple days a week to process files, processing can now be accomplished daily and overnight with minimal intervention, giving near-real-time feedback to students. Employee payroll, recruitment information, student information – all of this critical data and more is now processed via automated batch processing by UIS, saving significant time and money for staff to focus on their customers.

What's it look like in real life?

One of the most exciting examples of how batch processing has significantly impacted efficiencies is with CU Boulder's use of automated student checklists from recruitment through graduation (refer to Image 1). Students are able to follow their progress no later than the next morning in most cases. Additionally, departments collaborate on student processes, bringing further efficiencies for administrative staff and making the pre-admission and student portals more of a one-stop-shop for students as they work through their checklist To Do items.

Here is how some of CU Boulder's departments have benefited from automated batch processing.

One of the first stops on the student lifecycle is admissions processing. Theresa Jordan, IT Professional in the CU Boulder Admissions office, finds that having batch processing in place speeds up access to the admissions decision for students. The department can automatically assign the appropriate checklists to students to get them started on their application requirements more quickly. Batch processes automatically upload test scores (e.g., ACT, SAT, etc.) and updates the system to fulfil this requirement. Application fee payments, freshman essays and other requirements are processed nightly to update checklist statuses. Decision-makers receive updates four-times a week, allowing them to make determinations faster.

Admissions

Before batch processing and online self-service, students called in to find out if their admissions documents were received and the overall process could take weeks. "Not great customer service," says Elizabeth McVeigh, Director of Operations and System Integration. Even with the pre-admissions portal in place, staff still manually updated the checklist with high school transcripts received and other materials. With the integration to Singularity (soon to be OnBase), transcript receipts are updated nightly. Now, human intervention is for quality control purposes, validating that admissions materials are correct before the admissions packet is moved to accepted status. "Admissions Advisors receive the same number of calls," says McVeigh. "The change is in the nature of the calls. Advisors can now advise students on the strength of their application and help them improve their chances of admission, rather than focusing on whether documents have been received. This translates to our improved ability to bring students onto campus and more satisfied employees."

Bursar

The Bursar's office handles student tuition and fees billing. In the past, to generate accurate billing files, multiple processes were run in order and with proper dependencies. It previously took the Manager of Student Financial Services, Nok Sitchawat, an entire day to complete the whole billing process flow. Now, the processes run in the proper work flow order as scheduled. Staff can focus on students and on improving business processes to better serve their needs. Per Nancy Mars, Student Financial Services Business System Analyst, the automation batch processing enables the business office to run a series of processes outside business hours to update large volumes of student financial data in a timely manner and accurately, without impacting student system performance..

Through partners bip; with classic Resolution for 1800 to 1800 others across the campuses have increased efficiently and savied timple and reanely 2011. Vic automating their hubines approcessing in The service itself is also sefficient and reliables serving the Production Services de and working adds tshifts means what it an unsure is identified the production and the production of the product always there to against with troubleshopting xampament daratiments esaintrust that even though they are xipt hands no consulting as each sundian approach to be manually researched and awarded. Now, the system automatically identifies student Financial earn more about UIS's Production Services team and batch processing in this brief 5-minute Aid eligibility for high-level merit scholarships from Admissions records and awards video. those scholarships automatically – no human intervention required! This saves

want to know more! Per Brian Carroll, Assistant Director of Processing, batch processing Are you a CU department interested in leathing about how you can automate your processes? Contact the Production Services and Artifact Artifaction and Production Services and Artifaction and Production Services and Artifaction and Production Services and Productio

2-3 hours a day just in scholarship processing.

Display Title: When a student matriculates, the Registrar's office assigns 4-5 checklists so Batch processing authomation whan sefficiencies to from Burnester, like activating their email, Send email waspires ising and completing online orientation. These checklists are Yes automatically assigned Wednesdays and Saturdays and as the students

Source URL: https://www.ceach/tast/utsnaitesnaischpdatedsnitherutonutily.org/nightlyficle.the.past, the checklists were manually handed out at new student orientation or sent via campuses email. Additionally, students had to physically go to different departments to Links complete their tasks and get answers to their questions.

[Hettps://www.cu.edu/blog/uis-news/batch-processing-automation-brings-efficiencies-campuses [2] https://www.cu.edu/blog/uis-news/author/223 [3] https://www.cu.edu/sites/default/files/ucb-checklist-c

matriculate in the fall term. Toni Murphy, Registration Process Coordinator, states that the team is also able to better serve the 33,000 CU Boulder students with more frequent processing. Grades now post every three hours and class wait lists run each hour. The team could never have managed this with manual processing.