

CU I&E: New Submission Highlights the Value of Automating Forms ^[1]

March 1, 2024

A new CU Innovation & Efficiency (CU I&E) Awards Program ^[2] submission charts the development and automation of a form to enhance data accuracy and customer service.

AT UCCS, a team including Jennifer Biga, Brooke Koenig, and Norm Halford accomplished their goals to streamline data collection and storage by reengineering a PDF form into OnBase, enabling approval workflow routing and email notification, as well as ticketing/documentation in their Cherwell incident management system.

As Jennifer notes, *Knowledge gained from this project has proven versatile in that we were able to transcend this HR solution into an outward facing student/parent process improvement within the Financial Aid Office. Customer service has been improved across functions.*

See Leveraging OnBase for Campus-wide Student Employee Termination Process ^[3] for additional information. And we encourage you to review all the entries on our CU I&E Current Submissions ^[4] website. Perhaps they will inspire you to share your own innovative work with us!

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[1] <https://www.cu.edu/controller/news/office-university-controller-news/march-1-2024-edition/cu-ie-new-submission> [2] <https://www.cu.edu/controller/innovation-efficiency-awards> [3] <https://www.cu.edu/controller/i-e-awards/current-submissions/cu-ie-submission-leveraging-onbase-campus-wide-student> [4] <https://www.cu.edu/controller/i-e-awards/cu-innovation-efficiency-awards-2024-current-submissions>