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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