BUSINESS PROCESS IMPROVEMENT

AACRAO
CONSULTING
Leading Solutions for Higher Education

Is your staff swimming in paper or frustrated by the number of steps it takes to accomplish enrollment processes? Are you making students jump through hoops to accomplish fairly simple tasks? Do you suspect there are policies that are outdated given changes in technology or your institution? These are typical glitches in the smooth functioning of a college or university's business processes. Often a third party can bring a fresh perspective to activities steeped in an institution's culture.

A **Business Process Improvement Review** examines enrollment processes to ensure they maximize human and fiscal resources and are operating efficiently and effectively across processes. This includes how the department provides services to students, how responsibilities are deployed, how it is organizationally structured and if it is optimizing its technology resources—all of which

determine whether processes and policies are redundant and/or causing service or workflow issues or disruptions.

What does the consultation look like and what are the deliverables?

After an initial call about the goals and scope of work, AACRAO Consulting requests documents for insight into business processes, including a review of any existing policy and procedure documentation. A campus visit is scheduled that typically involves process demonstrations both technological and manual. Based on the information we collect and interviews with key stakeholders, including students, we produce a process "map" of current processes that can be used to understand why some things work and others do not: What is the benefit of a particular step/action? What technology is being used to support the process? How much time is used

for each step? Based on the findings, we make specific and actionable recommendations for improvement.

A new process map is created that defines a new and more efficient business process. This can be used by the school for training recent hires and in training manuals, posted online as internal references, and used to establish new processing goals with measures of success. The intended outcome is improving the efficiencies of processes as well as responsiveness to students to improve student success and retention while simultaneously allowing staff to spend their time in work that has greater value in the student lifecycle.

A **Business Process Improvement Review** is often applied:

- When existing processes are not meeting institutional expectations of service and/or staffing cannot meet expected outcomes
- When a new technology is about to be implemented
- When policies or regulations change
- On a regular basis of review of the operations to maintain efficiency

Which departments typically contract with AACRAO Consulting for a Business Process Improvement Review?

- Registrar
- Admissions
- Financial Aid
- One-stop Services