Managing the Graduate Application Process

Showcase “Best Practice”

► **Process Improved:** The College of Engineering has developed a Web-based application to manage the workflow involved when people apply to their graduate programs. This proficient tool is currently used by COE, a few other departments and is available to other colleges/departments.

► **Unit(s):** College of Engineering, Forestry, Psychology, Physics, and any others that wish to join.

► **Customers of the Process and Their Needs:** Student status examiners. This is an electronic workflow for managing applications to your graduate programs.

► **Problem/Opportunity Statement:** Move graduate applications online and automate much of the process. In addition, we rolled the same application out for the whole college. There were about 7 different systems before.

► **Changes Made:** Implemented a single web-based solution.

► **Results:** An order of magnitude reduction in time for staff to manage applicants. Historical archive and reference. Applicant data is easily searchable and reports can be generated.

► **Lessons Learned:** Many different departments can use a single system to manage a process and learn from each other. We have also built a community around the staff that support this process.

► **Next Steps:** We continue to improve the system, solicit improvement ideas, and help other departments join our system.

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