Week 2 Case Study

Anthony Meunier

DeVry University

SAI 460

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## University Enrollment Workflow



For the university enrollment workflow process, I used a horizontal swim lane diagram that illustrates the basic process of a student submitting an application to a university and then ultimately getting enrolled. At the start point in the upper left, we have the student submitting the application to the school entity, which is self-explanatory. In this case, the academic advisor receives said application and then uses the school’s requirements system to check against the student’s submitted records in order to verify if the student is eligible for enrollment or not. If the student does not meet the dictated requirements, the process returns back to the student and then can try to initiate the process again by submitting another application.

If the student’s records are found to be satisfactory and acceptable against the school’s established requirements, the student is preliminarily approved for enrollment and further processes can be initiated that will help this workflow process reach the end goal. After the student is approved for enrollment by the academic advisor, the finance department is then called upon to determine appropriate financial and payment options that apply to the student (these could be detailed processes like financial aid, loans, scholarships, etc.). If the student agrees and is able to pay the associated fees for enrollment/attendance, the admissions department is then notified and writes up a letter of acceptance which is ultimately sent to the student; before this process concludes, the academic advisor actually helps the student select courses and signs them up for these courses, which then makes the student officially enrolled in the school. Conversely, if the student does not arrange payment options with the finance department, the admissions department will then write a letter of rejection which means the student was denied enrollment and the process can then begin again from the start if the student wishes. Much of this could/would vary depending on each school’s specific process for enrollment, but this diagram serves to illustrate a basic scenario which can be easily extrapolated by anyone wishing to examine the process from start (submitting application) to finish (being officially enrolled).

## Financial Systems Workflow



For the financial systems workflow process, I decided to select and illustrate a payroll workflow process by way of using another horizontal swim lane diagram. The payroll process can be really extensive or basic depending on the size and scale of the company at hand. There can really extenuating or specific circumstances, so for this model I decided on using a pretty general scenario/process that would most likely apply to every business at a minimum. At the top left starting point we have the employee who fills out a time sheet. After this the time sheet is then submitted by the employee to the manager. The manager then reviews the employee’s submitted hours and either approves or denies the hours. If the hours are denied, the time sheet is sent back to the employee and the employee must fix the mistake and resubmit the form to the manager once again. If the hours are approved, the last leg of the process is initiated by the manager submitting the approved time sheet to the payroll department for processing.

It’s the payroll department’s job ultimately to fact-check and review the submitted time sheets. Again, this could include a lot of different specific scenarios, but at a minimum most companies would have the situations listed in this diagram: paid time off and overtime. So aside from general accuracy and completeness, the payroll department would verify any circumstances where an employee invoked paid time off or submitted overtime on their time sheets. Presumably the direct manager does not initially thoroughly check these situations and only reviews basic employee hours; but if payroll detects an issue with an employee claiming these hours, they will send it back to the manager who denies the hours and contacts the employee to correct the issues and resubmit the pay period hours. If either or both of these situations does in fact properly apply to an employee, then the payroll department will issue a paycheck to the employee for the correct amount for the pay period, which serves as the end point in this example of the payroll workflow process.