

School of Computing

Semester 2, 2024

COMP3760/6760: Enterprise Systems Integration

Assignment 2: BPM for (International) Student Admission

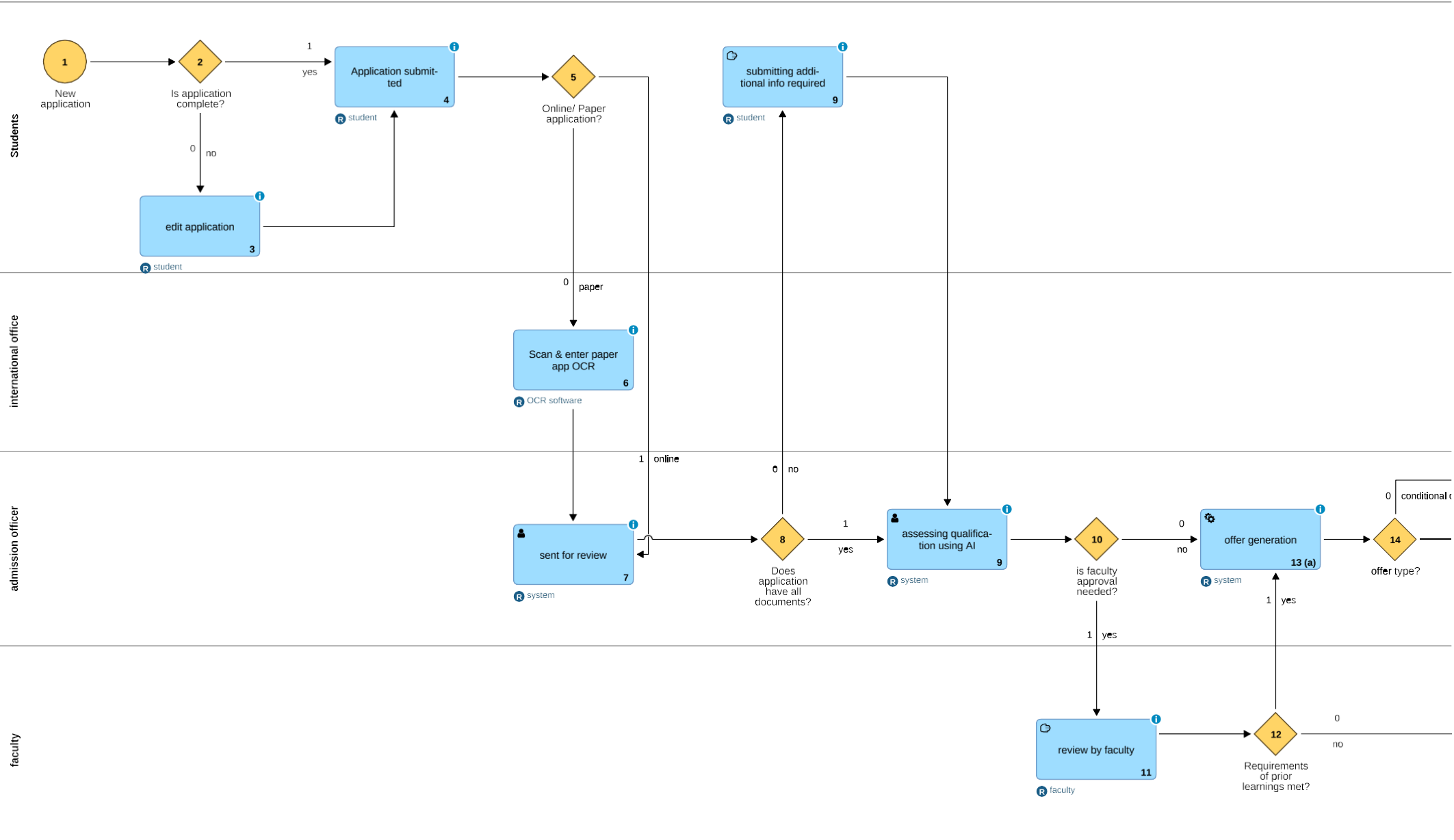
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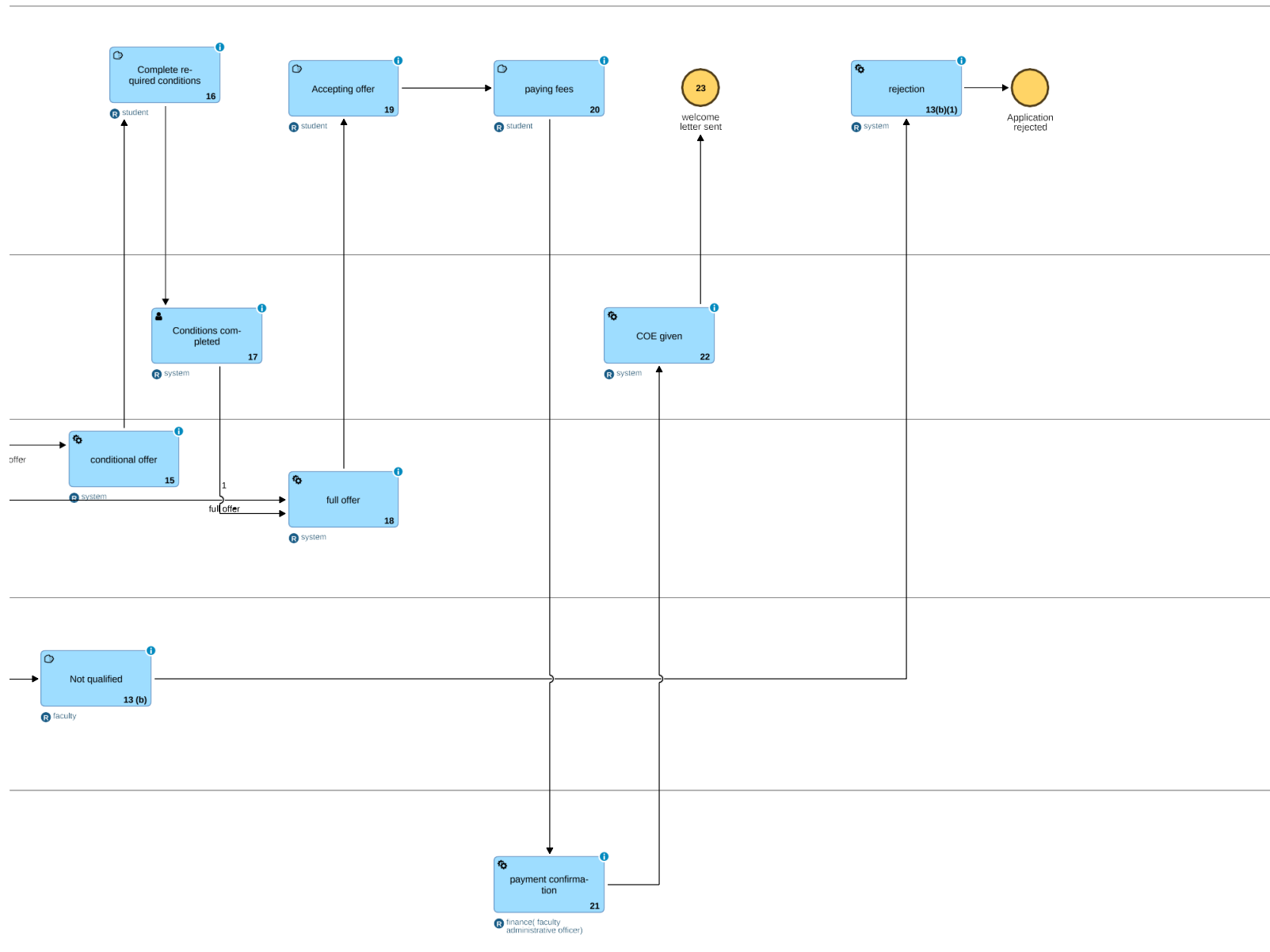
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Contents

Q1 Who are your staff and where do they sit (faculty vs. international office)?	6
Q2 How much do your staff cost?	7
Q3 What are your costs and why?	7
Q4 What time did your whole process take for one cycle?	7
REFERENCES:	8

International student admission process





The International Student Admission Process Model aims to increase efficiency, reduce manual chores, and automate critical operations through the use of Business Process Management (BPM), Optical Character Recognition (OCR), and Robotic Process Automation. This model ensures correctness, compliance, and smooth staff workflow as it processes applications from overseas students from the point of submission to the enrollment confirmation.

Starting the Process and Submitting the Application

When a student submits their application—either online or on paper—the process begins. The application data is automatically input into the system for submissions made online. The International Office staff (HEW Level 7) scans and digitizes the data if the student submits a paper application using OCR technology, eliminating the need for human entry. This guarantees that the application follows the same automated process as online applications. First stage of the process is streamlined by OCR's automation, which reduces errors and speeds up data entering.

Evaluation of Applications and Qualifications

The Admissions Officer (HEW Level 7) checks the application for completeness when it is entered into the system. If any required documents are missing, the system will immediately send a request to the student to submit remaining documents. Once all documents are received, the Admissions Officer evaluates the student's qualifications, including academic records and language proficiency.

In certain cases, faculty approval is necessary. In certain situations, the review is conducted by the Faculty Administrative Officer (HEW Level 7).

Following assessment, the system determines whether to issue a Full Offer, Conditional Offer, or Rejection during the offer generating step. The faculty's advice and the student's qualifications will determine the outcome. Certain requirements must be fulfilled in order for the student to be eligible for a conditional offer. Verifying compliance and approving the final offer is the responsibility of the International Office Manager (HEW Level 8). The student receives the relevant offer letter—full, conditional, or rejection—from the system after that.

When conditions are met, the system automatically upgrades conditional offers to Full Offers. It keeps track of document submissions for conditional offers.

Payment and Enrollment Confirmation (CoE)

The student has to pay the required amount as soon as they accept the offer. The payment is verified by the Finance Department (HEW Level 7). The International Office issues the Confirmation of Enrollment (CoE) as soon as the payment is verified by finance department. The process is finished because this step is totally automated, which minimizes administrative workload and guarantees that the student receives the CoE on time.

Efficiency Improvements and Duration

This model's incorporation of OCR greatly minimizes manual chores including data entry, document tracking, and communication. By automating monotonous operations, the system frees up staff members to concentrate on high-value duties like qualification evaluations and decision-making.

The complete procedure, including waiting periods for faculty reviews and student answers, and execution duties like document verification, takes about 31.5 days (1.05 months). The probability of outcomes is 0 and 1 or 50%. There are 2 end tasks, one exactly after rejection when the application is not qualified and one when the COE is issued and welcome letter is sent to student. This timeline guarantees timely communication, compliance, and effective processing, which results in a shortened admissions process. To maximize efficiency, the concept properly allocates work between automation and staff.

Q1 Who are your staff and where do they sit (faculty vs. international office)?

Two International Office Workers (HEW Level 7):

These people oversee crucial administrative duties and are a part of the International Office. Their primary duties include processing and scanning paper applications, digitizing application data via OCR technology, and, after the student's admissions process is over, providing the Confirmation of Enrollment (CoE). By automating a large portion of the human data entry, they make sure that the student's information is appropriately entered into the Student Management System (SMS).

Two Officers for Faculty Administration (HEW Level 7):

These officers oversee the faculty and are in charge of each application's academic review. Their responsibilities encompass examining the applicant's credentials, including prior learning experiences, scholastic transcripts, and any additional requirements pertinent to the admissions procedure.

One Manager of Faculty (HEW Level 8):

On the faculty side, this person is in charge of managing the academic review and ultimate sign-off for the admissions process. The duties of the Faculty Manager include approving unique instances, such as the acknowledgment of past learning, and making sure that all accepted students meet the administrative and academic requirements. The Faculty Manager evaluates the work of the faculty administrative officers and approves the final decision when they have finished

their reviews.

Finance Department – Admission officer (HEW Level 8):

The admission officer manages the finance department. Their duty includes keeping track of tuition fees payment made by students.

Q2 How much do your staff cost?

International Office Workers (HEW Level 7):

Hourly wage - \$75.83

The level of expertise required to handle international student applications, justifies the wage of the workers.

Faculty admission officers (HEW Level 7):

Hourly wage- \$75.83

As with the International Office Workers, HEW Level 7 faculty administrative officers handle admissions and course enrollments, demanding comparable qualifications and responsibility.

Finance Department – Admission officer (HEW Level 8):

Hourly wage: - \$80.72

Finance department worker takes care of the flow of money in the University.

Q3 What are your costs and why?

OCR Costs

The OCR software that is used to process paper applications also costs money. The data entry procedure is automated by this technology, doing away with the necessity for human entering of information derived from paper. According to Robotic Process Automat, cloud-based OCR systems typically cost between \$3,000 and \$6,000 per year. This expense is justified because it expedites application processing, lowers error rates, and enhances process efficiency overall.

Q4 What time did your whole process take for one cycle?

It takes about 31.5 days (or 1.05 months) to complete the full procedure, starting with the submission of the application and ending with the Confirmation of Enrollment (CoE). This timeline takes into consideration waiting time, which factors for delays brought on by faculty evaluations, student responses, and document submissions, as well as execution time, which is the actual amount of time spent on human and automated processes including processing offers, examining documents, and evaluating qualifications.

REFERENCES:

Robotic Process Automation with AI and OCR to Improve Business Process Review

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