



International Education Business Analytics

Course Title: BAM-2014 Canadian Business Process Modeling and Improvement

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Exercise: Case Study

Task: As a Business Consultant, review the Case Study and Generate the Process Model.

At University of Nanaimo, any prospective student can initiate an application by filling out an application form. This form includes details such as the student's personal information, the program they are applying for, the desired start date, and the required supporting documents. The student can also indicate their preferred faculty advisor. Gathering all the necessary information and documents can take several days.

Once the form is completed and all supporting documents are attached, the application splits into two parallel paths for approval: one by the Academic Review Committee and the other by the Policy Compliance Office. The Academic Review Committee assesses academic suitability, while the Policy Compliance Office ensures adherence to university policies (e.g., ensuring the student meets the prerequisites for a specialized program). Collecting these approvals typically takes around five days. For urgent applications, students can submit the form in person; otherwise, it is submitted through the university's online portal.

After approvals are obtained, the combined approval is returned to the student, who may make minor adjustments and resubmit if necessary. Once approved, the application moves forward to the Admissions Department. Students often keep a copy of the application for their records in case it gets lost. The Admissions Department checks the application for completeness and sends it back if incomplete.

Once validated, the application is simultaneously reviewed by the Registrar's Office and the Financial Aid Office. The academic path involves entering the application into the university's student information system and assigning a faculty advisor. If no preferred faculty advisor is specified, a clerk in the Admissions Department assigns one based on the attached supporting documents or from a list of available faculties in the system. If the attached documents have expired, the branch loops back to the student for updated documents. If the preferred faculty advisor is not in the university's system, the Admissions Department prioritizes registered faculty, but, if necessary, the new faculty advisor can be added to the system.

In the Financial Aid Office, an officer uses a separate financial system not integrated with the student information system. The Financial Aid Office processes any financial aid applications and tuition payments. If there are discrepancies in the financial records, the branch loops back to the student for clarification and correction.

Once the faculty advisor is assigned and the financial records are in order, the two paths merge again. The system automatically generates an acceptance letter, which is sent to the student by email. A copy of the acceptance letter is sent to both the Registrar's Office and the Financial Aid Office.

The student's records are maintained by the Registrar's Office, where a clerk verifies the enrollment details against the acceptance letter and generates an enrollment confirmation from the student information system.

The enrollment confirmation is then forwarded to the student. A print-out of the enrollment confirmation is sent to the Financial Aid Office.

If there are issues with the enrollment details, they are corrected, and a note is sent to both the Admissions Department and the Financial Aid Office. This may involve branching back to the respective departments for corrections.

The student submits tuition payments directly to the Financial Aid Office, where a clerk performs a three-way match among the acceptance letter, the enrollment confirmation, and the payment receipt. This process is time-consuming, often leading to delays in financial clearance. Once the match is confirmed, the clerk processes the payment and sends a payment confirmation to the student.

Sometimes, discrepancies in the payment details lead to payment rejections, requiring the Financial Aid Office to contact the student and resolve the issue. If new payment details are provided, the payment is attempted again. If the problem persists, further communication with the student is needed to trace the issue. This might require additional communication with the student for resolution.

At the end of the process, all the processes lead into a final confirmation of the student's enrollment status, and the student is officially enrolled at University of Nanaimo.