

# CUNY School of Law delivers frictionless admin decision-making after going digital with ProcessMaker



**3-10**

days of productivity hours saved per request

**UP TO 200**

human errors in monthly staff-to-student interactions eliminated



Pinpointed bottlenecks for faster application approvals and more



Flexibility for agile process changes



Security for improved compliance and data privacy

“A lot of our processes involved paper, walking around, a lot of back-and-forths. Both time and money were wasted. Now everything can be done at the click of a button.”

**ELGIN BRYANT**

Data Analyst at CUNY School of Law

**CUNY SCHOOL OF LAW**

**Location:** New York, NY, USA

**Industry:** Higher Education

CUNY School of Law’s mission aims to expand access to excellent legal training through intentional student and staff recruitment. With a status as the nation’s #1 public interest law school, CUNY Law needed a system to support students with faster communications and paperwork processes across its key administrative departments. They worked with ProcessMaker to alleviate friction in core operations and potentially improve CUNY Law’s decision-making efficiency.

## Challenge

CUNY School of Law needed to eliminate the manual and paper-intensive tasks that were causing bottlenecks and redundancy in essential decision-making workflows.

## Solution

Using ProcessMaker’s workflow solution, CUNY School of Law digitized and automated key operational workflows for more visible, agile student-to-staff and inter-staff interactions — across Human Resources, the Admissions office, and Financial Aid.

## Rethinking communication and paperwork

CUNY School of Law fields administrative requests across a number of offices that are slowed by manual steps — notably in Admissions, Financial Aid, and Human Resources.

Specifically, staff and students rely on human-driven info entry, manual paperwork, email follow-ups, and physically walking between offices to notify process stakeholders. Without a centralized, transparent way to track and assign responsibility, processes ran densely with obscured bottlenecks and repetitive communications.

Ultimately, error-prone inefficiencies absorbed time, money, and hours of labor — running counter to CUNY Law's pride in delivering exceptional student services.

After hearing of other CUNY schools' successes with ProcessMaker, they decided to embrace automation and house their workflows in flexible infrastructure.

## CUNY Law goes digital for agile administrative workflows

CUNY School of Law decided ProcessMaker was the ideal platform to automate processes. They concluded that this workflow solution was the ideal blend of security and flexibility they needed to deliver faster decision-making.

Since CUNY Law's successful pilot automation of six processes, their new Dean has opted to embrace ProcessMaker and further expand these workflow improvements into the school's operations.

## Easier to automate with low-code

Upon adopting the low-code business process management (BPM) and workflow software, CUNY Law quickly discovered why City University of New York schools and many Fortune 100 companies rely on ProcessMaker to digitally transform their core business processes: ease of use.

Removing coding as one of the largest barriers to entry for automation allowed even non-technical CUNY Law staff to easily map out and digitally streamline their existing manual processes.

## Digitize and automate manual paperwork

Paper forms are among the biggest culprits in slow manual workflows — and CUNY School of Law's Admissions office was no exception. Before ProcessMaker, departments would struggle to collect and coordinate data between students and staff to approve student admissions applications.

To keep students free of tedious back-and-forth with department data silos, the school used ProcessMaker to create a fully digital admissions application. Going digital enabled the process to be fully automated.

In other words, all admissions follow-ups with students for additional information, verifying accuracy, and any requests for further action can now be done with limited to no human staff intervention.

## Integrate third-party services easily

CUNY School of Law's first target was to centralize their workflows by leveraging ProcessMaker's anywhere-and-anytime accessibility. This is the result of just one offering in ProcessMaker's partner network spread across 35 countries on five continents.

ProcessMaker's expanding roster of partnered services and tools gives the school a central platform to thread a cohesive journey for students and the staff that support them.

Building on this foundation, the school is currently working with ProcessMaker to integrate with PayPal and enable a streamlined way for students to deposit for class seat reservations.

## Design new automated processes

In adopting ProcessMaker, CUNY Law has also discovered opportunities to offload human duties onto bots — despite lacking a formal pre-established process.

For instance, Human Resources needed to map out their steps for vetting the creation of new employee hiring positions. ProcessMaker's baked-in BPM software allowed the school to drag-and-drop the complete workflow in a visual process map.

Now, CUNY Law HR staff can consistently track and complete the preliminary vetting of a new employee position. From checking the budget for a prospective position to establishing the interview process steps, the screening process now has accountability and transparency unlike ever before.

## Result: Staff and student interactions more efficient and consistent

With all CUNY School of Law has improved upon, the use of ProcessMaker has spurred an unmissable boost in staff accountability, productivity, and transparency.

## Remove error-prone human intervention

By making workflows entirely electronic, processes can now notify and interface with students without human flaws. Fewer human touchpoints help to eliminate the common mistakes that are present when coordinating multi-department processes.

In high volume periods, roughly **200 staff-to-student monthly requests** are now triggered free of errors in ProcessMaker — ranging from asking for additional info to prompts for further action. Students are automatically directed to appropriate staff when human contact is necessary.

## Save hours of communications

Interactions between staff and staff-to-student correspondence have seen more efficiency due to faster response times across the board.

Improved communication is a large part of productivity hours saved with ProcessMaker. **Requests with issues that once took over a week now just take hours to resolve.** As a result, CUNY School of Law has tapped into significant time savings for a better cross-campus experience.

## Locate sources of efficiency bottlenecks

With the newfound central visibility, CUNY Law has been able to promote staff ownership of responsibilities and roles.

Management and other decision-makers now **know exactly who to consult when attempting to address issues directly.** With more accountability, staff can more often pinpoint friction and take agile action to move processes forward.

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[Watch a 2 minute demo to see how you can increase enrollment and retention](#)

## About CUNY School of Law

CUNY School of Law is part of the larger CUNY (City University of New York) system and is the nation's #1 public interest law school. Its dual mission to practice law in the service of human needs — and transform the teaching, learning, and practice of law to include those it has excluded, marginalized, and oppressed — makes it a singular institution. As the only publicly funded law school in New York City, CUNY Law increases access to excellent legal training through this mission.

The City University of New York is the public university system of New York City. It is the largest urban university system in the United States. CUNY was founded in 1961 and comprises 26 campuses: eleven senior colleges, seven community colleges, one undergraduate honors college, and seven post-graduate institutions. The university enrolls more than 275,000 students and counts 13 Nobel Prize winners and 24 MacArthur Fellows among its alumni.

## About ProcessMaker

ProcessMaker is a low-code BPM and workflow software. ProcessMaker makes it easy for business analysts to collaborate with IT to automate complex business processes connecting people and existing company systems.

To learn more, visit us at [www.processmaker.com](http://www.processmaker.com)