Case Study: Tulsa Community College

TULSA COMMUNITY COLLEGE

The Overview

Tulsa Community College (TCC) is a large, multiple campus college based in Tulsa, Oklahoma. The college was reliant on paper-based applications that resulted in significantly slower student response times, along with slower communication between staff members. The absence of a document management system and automated workflow solution created busywork among the personnel. By integrating a software solution designed to remove this tedious work, TCC was able to digitally transform its campuses, speed up response times and approvals, and focus more on delivering an exceptional student journey.

The Problem

TCC is a multi-campus institution, one that was heavily dependent on paper applications and request forms. Before they turned to ProcessMaker, their staff struggled with timely approvals. Their paper forms have to go from one campus to another for various sign-offs and permissions.

"[The staff] had to guess," says Craig Cook, the college's database administrator. "A recipient might be out of office when we sent forms, but you wouldn't know it if you weren't on that specific campus. Plus, we easily could've had a different person on another campus who would be able to approve the form."

This caused its administrative workflows to become very tedious. The college's processes were 100% manual, making paperwork a hassle and the approval process time-consuming.

"It really was painful for us [before ProcessMaker] due to the sheer number of people who needed to approve things. The turnaround time for approvals now is incredible. It's changed the way we're able to work."
- Craig Cook, Database Administrator at TCC

Industry
Higher Education

Location
Tulsa, Oklahoma, USA

The Problem

- 100% paper-based processes for approval requests
- Forms lacked necessary signatures or correct information due to human error
- Paperwork was lost or hard to recover due to multiple pass-offs and offices

"Before ProcessMaker, I had to sign my name around 1,600 times. Everything was a paper process. It was a nightmare for me."

- Craig Cook, Database Administrator at Tulsa Community College

The Solution

TCC was relying on an interoffice mail system that ran twice a day, meaning forms had a four to five hour delay at best. Tulsa's multicampus organization, departments, faculty, and database administration needed a workflow solution strong enough to power its entire enterprise. With ProcessMaker, Tulsa could keep its existing solutions while taking advantage of the capabilities of its robust workflow platform. Best of all, ProcessMaker allowed Tulsa to seamlessly integrate its existing systems with the new platform to coordinate more movement across its workflows, a dynamic that is paramount to inter-departmental success.

"ProcessMaker is instant," Craig says. "Now, notifications go straight to people's phones. From an efficiency standpoint, ProcessMaker has greatly reduced our workload, decreased the time it took for approvals and feedback for documents, and it ended up being a perfect fit for us."

ProcessMaker seamlessly integrates with TCC's many systems, including:

- Finance
- Accounts Receivable
- Office of Advancement
- Human Resources

- Financial Aid
- Student Advisement
- Student Registration

- Systems employees had to enter data into its primary ERP system's banner screens
- Instructors manually input course numbers and student IDs at Testing Centers

The Solution

- Pre-populated forms to save on time, cost, and reduce paperwork
- Automatically populate goals and notes from previous years when doing appraisals
- Update and automate document management system (DMS) for quick approvals
- Digitization of exam forms for students testing
- Create an electronic signature capability for easy storage, transfer, and archive

The Results

- Processed over 7,000 cases in 6 months
- Employees can check their own leave balances and pending requests
- Smoother performance review process
- Prepopulated forms for easy reuse
- Electronic processes for graduation, testing, and administrative functions

""The entire onboarding process was seamless from our standpoint," says Craig. "ProcessMaker does what we need it to do, and it's saved us so much time and resources."

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The Value Created

Before implementing ProcessMaker, students had to take paperwork to different offices across campus and hunt down signatures. Today, the current graduation approval process is electronic and runs concurrently, allowing applications to be approved infinitely faster.

In regard to the request process for system access, it was also entirely paper-based before ProcessMaker's implementation. By the time IT finally received the request, the forms lacked necessary signatures or included incorrect information due to human error. Once TCC began using ProcessMaker, the pre-populated items have greatly reduced incorrect form information.

One of the more important benefits is that TCC can take inputs to the ProcessMaker webforms and automatically pass them along to the requested system for access. With ProcessMaker, everything is entered on a single screen where pertinent Banner information has already been pre-populated. Information is then passed in the correct order from person to person until all signatures and necessary information are secured.

For leave requests, staff were required to complete a paper form and send it to their supervisor, then to HR. Due to delays, employees had trouble determining their actual leave allowances. By using ProcessMaker, TCC employees can check their own leave balance and any pending leave requests.

Lastly, ProcessMaker has innovated the faculty's processes at Tulsa's student testing centers. Originally, an instructor manually completed information like course numbers and student IDs by hand. Since the centers didn't have a way to communicate with one another, students changing test locations last minute would not allow instructors to retrieve necessary forms for testing. ProcessMaker has since then digitized all of the forms, so now exams can be pulled up anywhere, regardless of which testing center the student visits.

About Tulsa Community College

Tulsa Community College (TCC) is a higher education institution in Tulsa, Oklahoma. Nearly 30,000 students attend each semester, making it the largest two-year college in the state. TCC ranks first in the nation in granting associate degrees to Native American students. The college is comprised of a conference center and four different campuses spread out across the Tulsa metropolitan area. Over 2,700 people are employed by the college, including 275 full-time faculty.

Employees: 2,700

Users: 1,000

Highlighted Processes Implemented:

- Application for graduation
- System access request
- Staff performance review
- Leave request and approval
- Testing Center

About ProcessMaker

ProcessMaker is 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. Headquartered in Durham, North Carolina in the United States, ProcessMaker has a partner network spread across 35 countries on five continents. Hundreds of commercial customers, including many Fortune 100 companies, rely on ProcessMaker to digitally transform their core business processes enabling faster decision making, improved compliance, and better performance.

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