CASE STUDY

Birkbeck University automates student status amendment process to operate 90% faster to better support student loans

Customer: Birkbeck University
Industry: Education
Location: United Kingdom

Birkbeck, University of London, embarked on digital process automation as part of its Operational Excellence program, designed to improve process efficiency and deliver better value for money in a fluctuating higher education environment.

As a result, the university tightened a process to ensure the timely application of student loans and sped up its Student Status Amendment Program by 90%.

Objectives

- Increase process efficiency for students choosing to change their course of study
- Improve timeliness of applications for student loans
- Reduce data complexity, duplication and errors
- Model and automate the Student Status Amendment (SSA) process
- Interact with multiple systems (e.g. Oracle APEX, Student Loan Company)

Achievements

- Student Status Amendment process 90% faster
- Proportion of student debt resulting from 'Promise to Apply' is down 16%
- Fast Fix initiative to empower staff to instigate their own small-scale process improvements
- My Birkbeck Profile portal enables students to action their request online
- Accessible to 30,000 students; average 3,000 cases closed per year

“Process Modeler has gone viral; and this is only possible because Bizagi is so easy to use.”
James Smith
Head of Systems & Process Improvement