

Case Study

InfoReady
across
campus

CSU

The California
State University



23

campuses
streamline their
appeals programs

Using InfoReady, California State University has streamlined the California residency appeals process across its 23 campuses.

Workload is reduced for everyone involved, including the appellant.

California State University (CSU), the United States's largest public four-year university system, has 23 campuses across the state of California, all of which are headquartered at the Chancellor's Office. The Chancellor's Office houses administrative departments responsible for every area of CSU's system.

The Chancellor's Office needed to:

- Modernize the California residency appeals process, making it easier for students and staff to work together;
- Improve interdepartmental communication regarding the appeals process, particularly focusing on the student's paperwork;
- Reduce the amount of time staff spent working on appeals, both to gain back time in the work day and to allow students the peace of mind of having their appeals settled efficiently.

SITUATION

To manage California residency appeals, CSU employed a manual process that ultimately became too time consuming, error prone, and unscalable.

At CSU, the California residency appeals program was run completely manually, despite involving mountains of paperwork and several departments across a number of campuses. The manual process created a number of challenges, including:

- When a student was denied California residency, a staff member needed to send the student an appeal letter immediately, even though they didn't always have time to do so.
- Once the student returned their appeal, multiple pages of paperwork were sorted and separately sent to the applicable departments. This would be a hassle on a single-campus university, but CSU is multi-campus, making it even more difficult to keep track of the paperwork from all campuses.
- Sometimes staff would learn they had been working on an appeal that had expired semesters ago.

Not only was the time-consuming manual process unmanageable for CSU, it also left students waiting in limbo for quite some time before receiving an answer.

SOLUTION

CSU implemented InfoReady to automate the residency appeals process across their 23 campuses.

Student Academic Services realized the manual process was not only unscalable and inefficient, it was totally unnecessary. He was tasked with figuring out how to bring the process into the 21st century and, following some research, chose InfoReady.

The CSU now uses InfoReady to house all residency appeals in one central location at the Chancellor's office. InfoReady automates large segments of the process, alerting the assigned team members when it is appropriate, filtering out expired appeals and managing many additional processes. The staff monitors the process as it is taking place and participates as needed.

RESULTS

The appeals process is now fully modern. It is user friendly and quick for students to upload their documents to InfoReady. It's just as easy for staff to keep track of the appeals.

Interdepartmental communication is streamlined and no one misses a beat. Appeals are no longer slipping through the cracks and paperwork is all housed in one central location.

Now that InfoReady has streamlined the process, staff spends less time on the tactical aspects of the appeals process, stepping in to take care of aspects that require a human touch.