St Leonard’s College speeds enrolment with paperless process

The Challenge

St Leonard’s College is a leading, independent, coeducational Uniting Church school which offers early learning for three-year-olds through to the Victorian Certificate of Education and the International Baccalaureate Diploma Program for students in senior secondary years. The College is located in the bayside suburb of East Brighton in Victoria Australia.

Registrar Lucy Wilmott said: “When I arrived at St Leonard’s three years ago, I discovered that waitlist applications for enrolment were made via a hardcopy form with staff coding data into our student system. As a result, significant resources (and paper) were being consumed – we needed an online solution.”

“Each application would take between 20 and 25 minutes to process, so it would take half a day to process just 10 applications, and the more complicated the application the longer the process took! We were committed to delivering a better experience for prospective families while also streamlining our business practices,” Ms Wilmott said.

That’s when St Leonard’s found OnBase by Hyland.

The Solution

The college needed an application process that allowed prospective families to submit waitlist applications and application fee payments online, making the process easier and quicker for families. The new system would also need to automatically generate receipts once application fee payments had been processed, and manage communications with prospective families to ensure they were kept informed of their application status along with the next steps in the application process. Finally, the system would need to integrate with the existing student management system (Synergetic) and have an automated workflow to manage the application process. The overall goal was to automate the process of admissions whilst maintaining the integrity of the student database.

St Leonard’s met with Hyland’s business partner, Blumark of Brisbane Australia, to discuss their needs. Blumark are a highly skilled and experienced OnBase reseller and were able to demonstrate an OnBase solution that would digitise and automate the College's application process.

“Mark Grimes of Blumark was able to demonstrate how OnBase had been used to streamline the admissions process in Australian schools. We quickly saw the benefits of implementing the solution for St Leonard’s College,” Ms Wilmott said.
Blumark built workflow and integration requirements within OnBase to exactly match the College’s needs. By creating an eForm to capture application information and required documentation then integrating this with the school’s payment gateway and student management system, no manual data entry is required.

The workflow manages the process from application through to the automatic creation of a student waitlist application record in Synergetic. The OnBase solution also has the ability to progress a waitlist application through to offer and acceptance with automatic notifications provided to parents along the way as their application progresses.

Blumark provided end-user training for the Admissions team at St Leonard’s College, along with train-the-trainer sessions, enabling them to train more staff on the system as required over time.

“Our training was carried out over four or five sessions and we were really keen to get started. We had been working in the system during the testing phase and could see the value-add for our prospective families, the amount of time to be saved internally and all of the added features OnBase would provide us with. Blumark have been a great source of support for us, and have gone above and beyond to deliver the outcome we needed – they were really generous with their time and ensured we got the result we needed,” Ms Wilmott said.

The Difference

**Speeds enrolment processes:** Before OnBase, it would take 20 to 25 minutes to process each waitlist application for enrolment – now it takes one to one-and-a-half minutes per application – so a half day of work can now be done in 10 minutes.

**Ensures transparency:** Automating the process has also greatly reduced the margin for administrative error and staff now have the ability to easily track and find documents provided by applicants. OnBase reports on what documents are available in the system and what documents are missing for any given student or application.

**Improved customer service:** “We are definitely providing a better service for our prospective families, offering the flexibility of online application and payment, faster application processing and immediate confirmation of application receipt. Automatic notifications built into the workflow ensure families are kept informed about the admissions process,” said Wilmott.

“From an internal perspective it is a significant business process improvement for us in terms of time and resources – and, we're using less paper! The OnBase dashboard provides great data. For example, we can monitor the number of applications by date/time received, by year and year level of entry sought,” Wilmott added.

Learn more at [OnBase.com](http://OnBase.com)

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