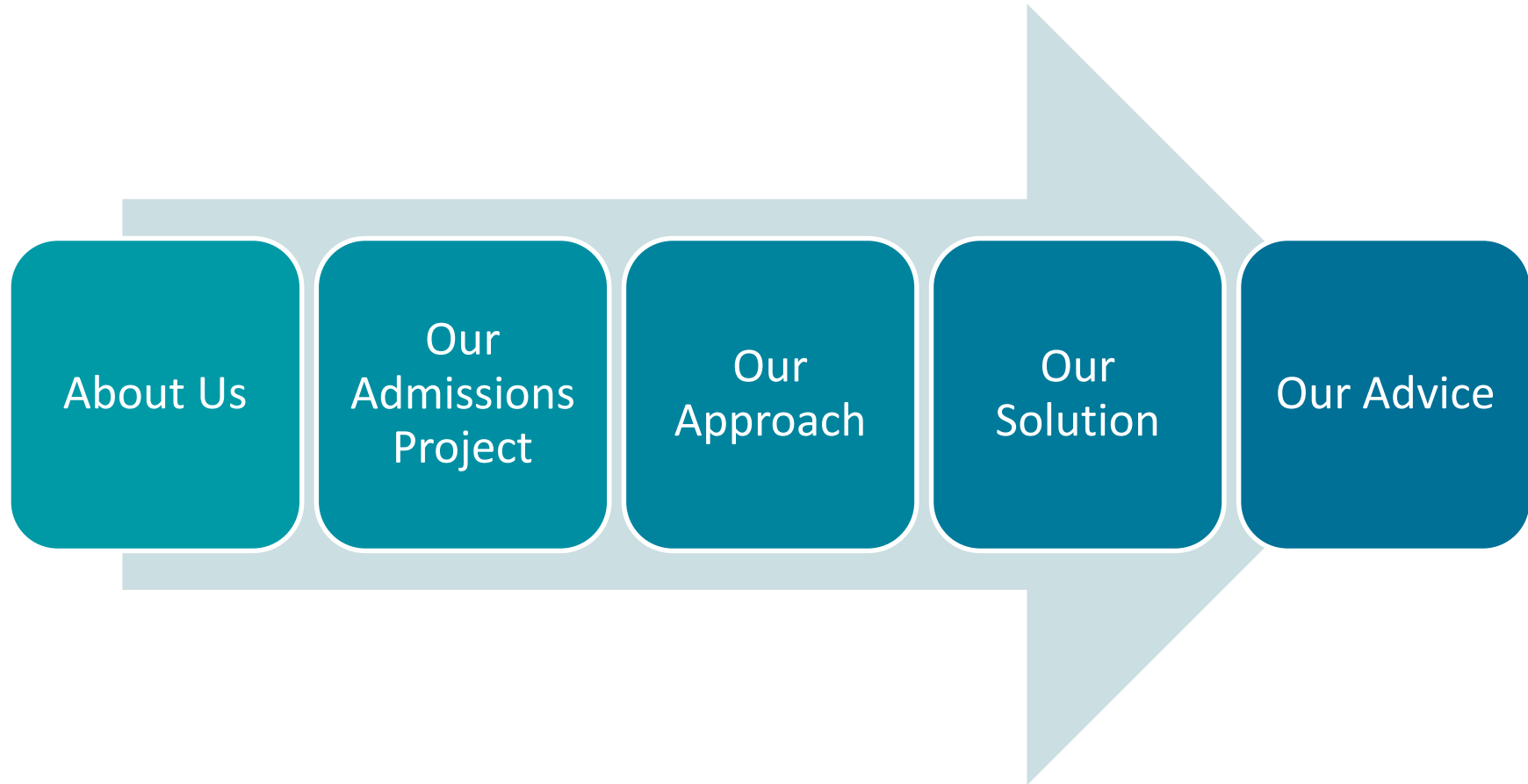


**HOW PROCESS AND  
TECHNOLOGY CAN  
CONNECT YOUR SCHOOL  
WITH AGENTS AND  
STUDENTS**

**Laura Campbell  
Nadia Ramseier  
Nigel Parker**

# Overview



# ABOUT US



**ALGONQUIN**  
COLLEGE

# About Us

- Located in Ottawa, ON
- Celebrating our 50<sup>th</sup> anniversary in 2017
- Diploma, degree, and online programs
- Students
  - 20,000 Full-time
  - 40,000 Part-time
  - 2,000+ International



**Nadia Ramseier**



Manager, International  
Recruitment and Marketing

- 13 years of experience in international marketing and recruitment for ESL and Higher Education institutions

**Nigel Parker**



Manager, International  
Admissions / Specialty Programs

- 20 years of experience in all facets of management, leadership and HR, including 13 years at Algonquin College

**Laura Campbell**



Manger, Digital Strategy and  
Solutions

- 7 years of experience in Marketing and CRM for higher education



# WHY WE CHOSE THIS PROJECT



# Rapid Growth



Double digit on-shore growth



Manual processes



# Unclear Cross-Department Process



Who is working on the file?

Where are all the related artifacts?





# Poor Client Experience



No differentiation  
between agents  
and students



Clients had no  
visibility into the  
process

International Student Application Form

Application Procedures  
\* Please complete questions and submit this application form online.  
\* Please send your payment of \$95.00 CAD (Non-Refundable) if not paying by credit card to the following address:  
Algonquin College, Registrar's Office  
1385 Woodroffe Avenue, Room C150  
Ottawa, Ontario K2G 1V8 Canada  
1-613-727-4725

[Click here to print a label](#)

1. Personal Information

\*Are you an international student?  Yes  [No, I am a Canadian Citizen or a Permanent Resident](#)

\*Family Name:

\*Given Name:

\*Gender:  Male  Female

\*Date of Birth (Example: 10-Oct-1991):  [\(Click to open or hide a calendar\)](#)

Age:

\*Citizenship:

\*Address in Home Country:  
Line 1:   
Line 2:

\*City:

State/Province:

\*Country:

Postal Code:

Home Telephone:

Work Telephone:

Mobile Phone:

Fax:

Email (Used to send confirmation):

2. Address in Canada (if applicable)

Apartment number/suite number:

Address:

City:

State/Province:

Postal Code:

Home Telephone:

Work Telephone:

Fax:

Email:

Status:  Student Visa  Visitor Visa  Other



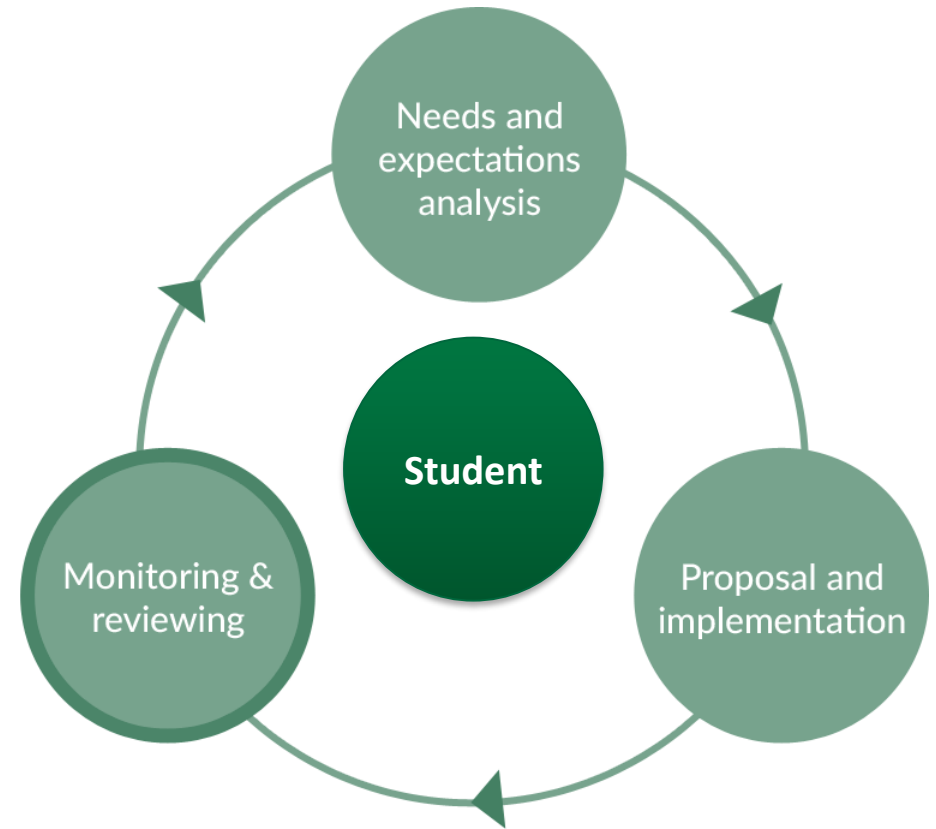
# OUR APPROACH



# Put the Client(s) First



# Put the Client(s) First



# What our Clients told us...

I get too many emails.

I had to wait a long time to hear back.

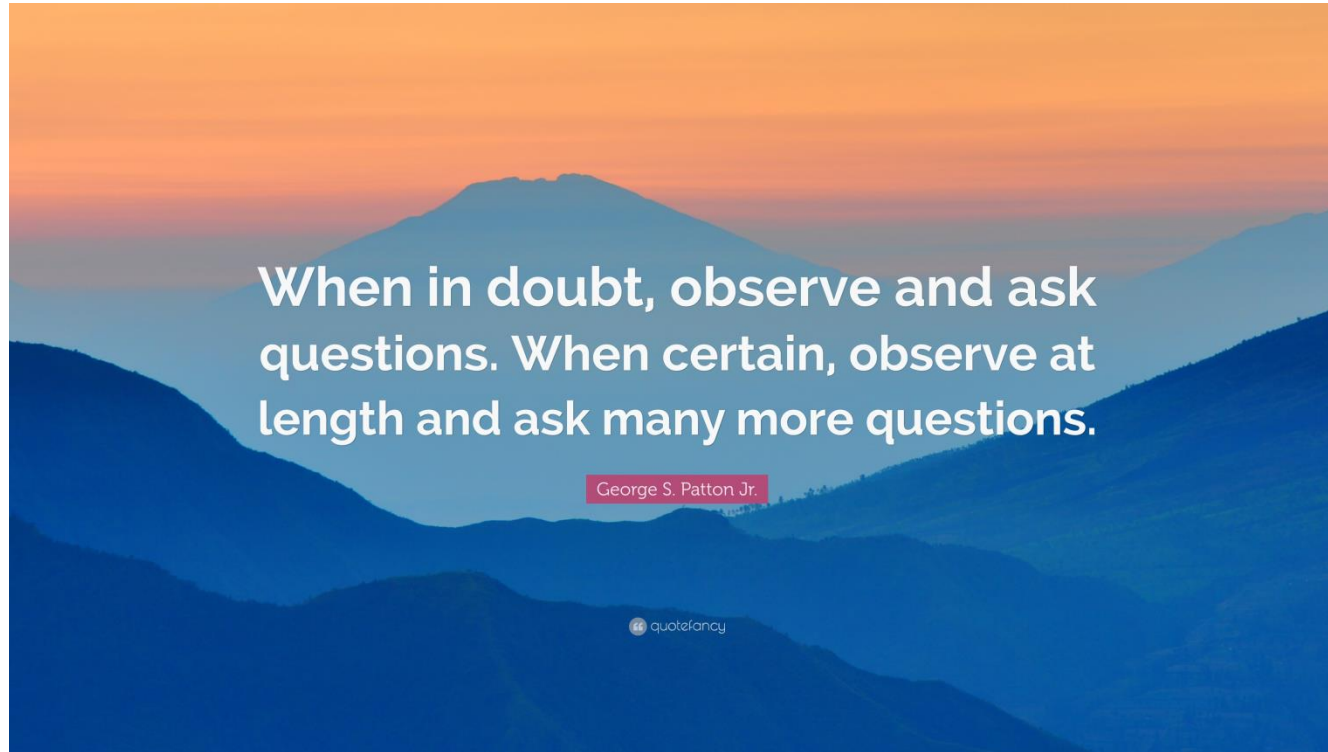
I need a quick way to check the status of all applications.

I didn't know who to contact when I had a question.

I didn't know if you had received my documents.

Can't you just give me a checklist?

# Put Employees Second



When in doubt, observe and ask questions. When certain, observe at length and ask many more questions.

George S. Patton Jr.

quotefancy



# What our Employees told us...

There are too many emails and no tracking.

Application volume is increasing. We can't keep up.

Information is in too many systems.

We have too many manual processes.

It isn't clear when applications should be move to the RO.

It's hard to find out the status of an application.



# Challenge the Status Quo

- Don't accept “we can't do it that way”
- Find the root cause, to solve the **right** problem

## Try the Five Why's



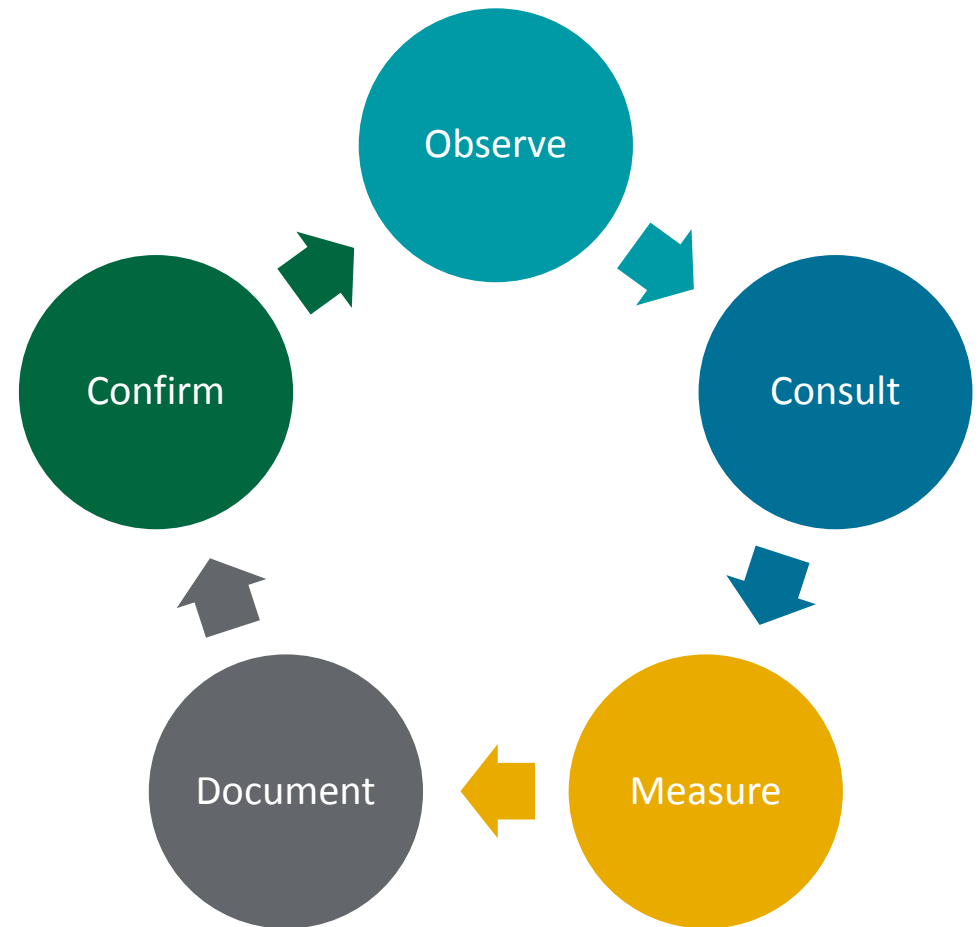


# Strike a Balance



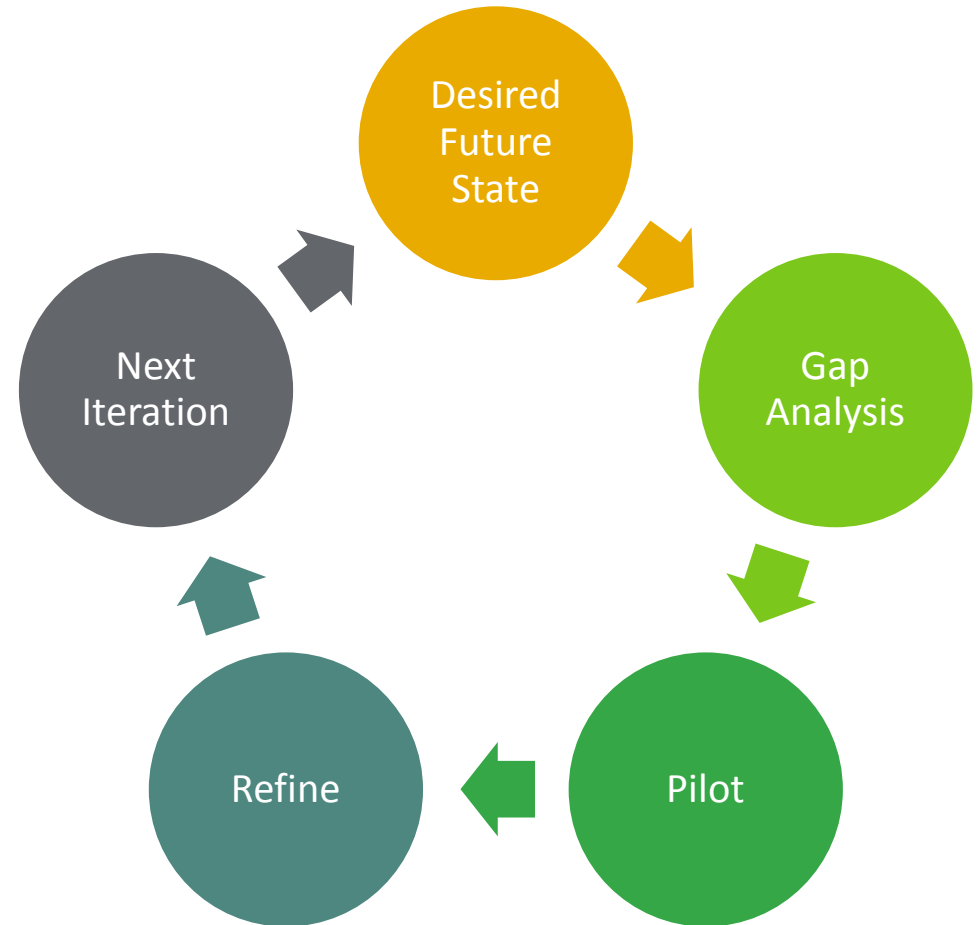
# Understand the Current State

- Map the process from start to finish
- Look at the process from the perspective of both Clients (experience) and Employees (processes)



# Plan the Future State

- Phased approach – learn as you go
- Pilot, test, refine
- Clear scope and success measures
  - Client satisfaction should be paramount



# Our Future State Vision

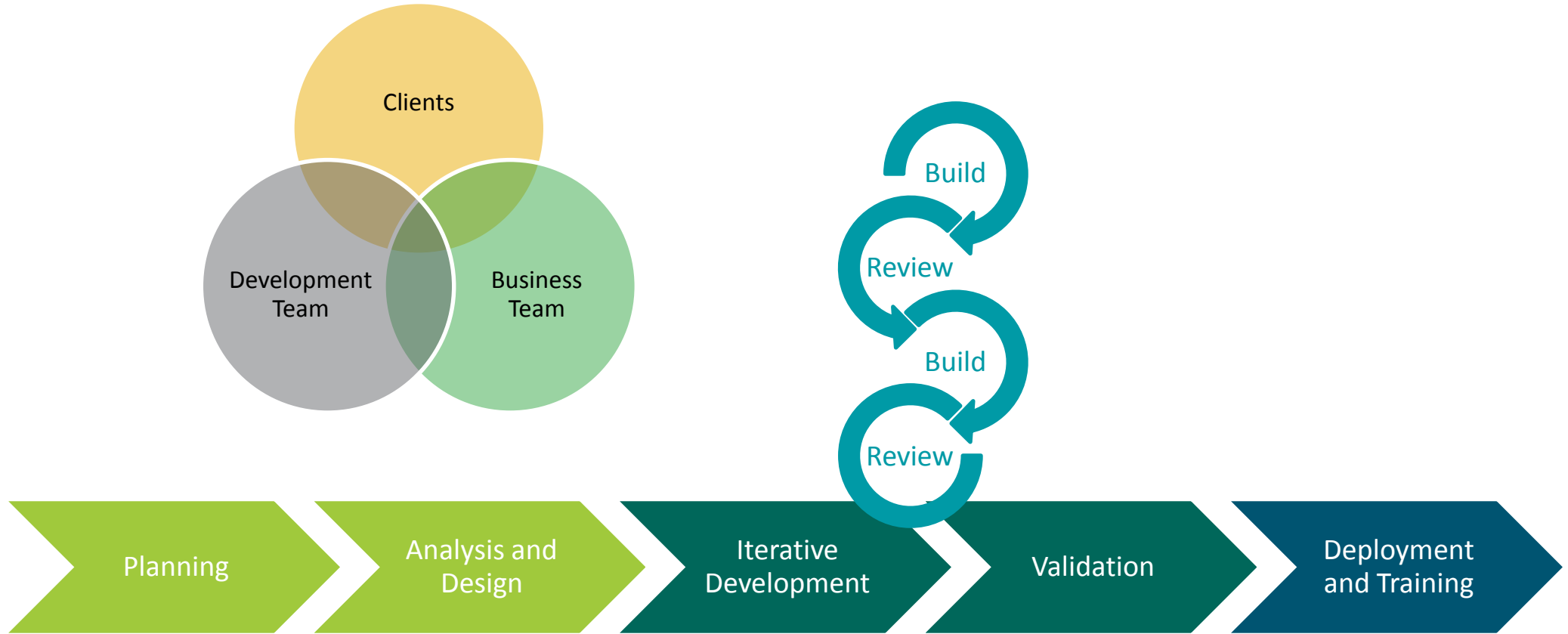
A portal where applicants and agents can complete all tasks related to the application.



A system which gives complete visibility into the progress and activities of each application.



# Agile Development Methodology



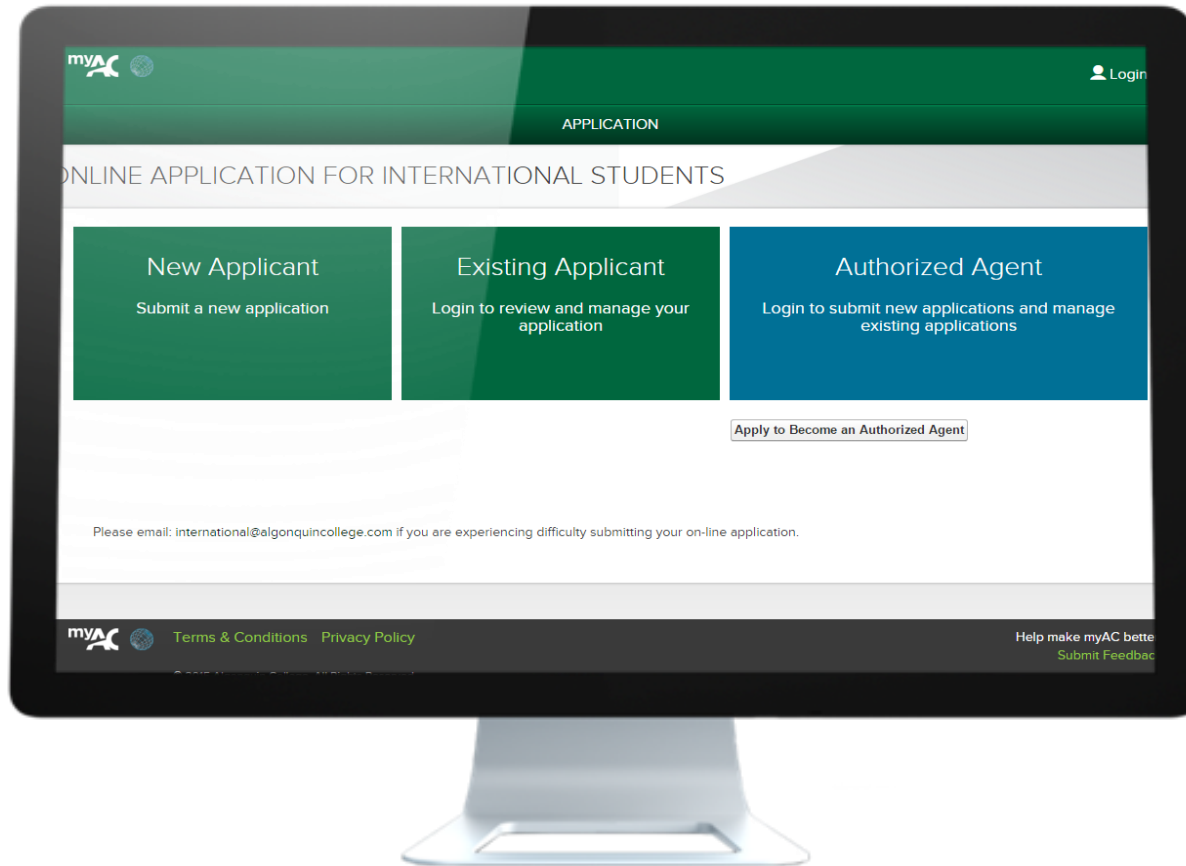
# OUR SOLUTION



# Project Timeline



# International Application Portal



- Start new application
- Login to complete application
- Log in as an Authorized Agent






# Student Experience

The image shows two devices displaying the online application interface for international students. The tablet in the background is on the 'Study Info' step (1), while the smartphone in the foreground is on the 'Personal Info' step (2). Both screens show a progress bar with three steps: 1. Study Info, 2. Personal Info, and 3. Application Fee. The 'Study Info' step includes a dropdown menu for 'Is English a primary language in your country?' (set to 'NO'), a text input for 'Program Type' (set to 'Both Academic Program and English for Academic Purposes (EAP)'), and several dropdown menus for 'EAP term start', 'Desired Academic Term', 'Academic Program Choice', 'Alternate Program Choice', and 'Are you currently in Canada?' (all set to '--None--'). A 'Next Step - Personal Info' button is visible at the bottom of the tablet screen. The smartphone screen shows the same form but with the 'Personal Info' step highlighted in the progress bar.

- Start the application
- Complete basic personal and study information



# Student Experience

myAC Chatter  Laura

APPLICATIONS RESOURCES APPS -

Name  Admission # AA-000001950  
Academic Program Choice Marketing Research and Business Intelligence Desired Academic Term 2018F  
Payment Type Credit Card Student Number

1 Submit Form 2 Submit Requirements 3 Under Review 4 Admission Started 5 Pre Orientation

Based on requirements met, the Admission Officer will contact you and let you know if you have been accepted or rejected into the program. If all requirements are met, an acceptance letter will be issued and this letter will be needed to apply for a Canadian Study Permit at Canada's Citizenship and Immigration Government website.

### Checklist

Requirement	Status		Description
Submitted Fri, 11 Mar 2018	Approved Fri, 11 Mar 2018		International Application Form.
Submitted Sun, 13 Mar 2018	Approved Sun, 13 Mar 2018		<b>Non-Refundable \$95 CAD Application Fee - Proof of Payment is required.</b> Options: Credit Card is the easiest and fastest way to process your application. Bank/Wire Transfer - Note: Additional bank fees may apply
Submitted Sun, 13 Mar 2018	Approved Wed, 23 Mar 2018	File upload required <a href="#">Upload here</a>	Transcripts - of High School for Admission to a Post-secondary Diploma, Certificate or Degree program - of University or College Degree for Admission to a Graduate Certificate program <b>Important Note:</b> Electronic copies must be of translated and certified documents. You may be asked, at any point during the admissions process or during the first semester, to provide us with original documents and/or certified translations.
Submitted Sun, 13 Mar 2018	Approved Tue, 15 Mar 2018	File upload required <a href="#">Upload here</a>	Academic program application: All applicants for whom English is a foreign language must provide proof of English language proficiency. Options include: <b>For Diploma programs</b> (excluding Health and some Communication programs): 1. TOEFL score of 80 or higher (internet based with no single test score below 20) OR 2. IELTS with an overall minimum score of 6.0 (no single test score below 5.5) OR 3. Graduate from our level 3A EAP program at Algonquin College <b>For Degree and Postgraduate programs:</b> 1. TOEFL score of 88 or higher (internet based with no single test score below 22) OR 2. IELTS with an overall minimum score of 6.5 (no single test score below 6.0) OR 3. Graduate from our 3B EAP program at Algonquin College

- Login to complete the Application Checklist
  - Upload documents
  - Pay application fee
- View progress



# Student Experience



## Ask a Question


If you have a question about your application, please type it below and click "Share". We will respond to your question as soon as possible and you will receive an email notification when a response has been posted.



Post File Thanks More


Write something... [Share](#)

Show All Updates

 **Amanda Hussey**  
Acceptance letter for the September 2016 term.  
 [Download pdf \(77 KB\)](#) · [More Actions](#)  
Comment · Like · Share · Yesterday at 3:31 PM

 **Amanda Hussey**  
Hello,  
Your degree certificate is required. The university transcript submitted did not indicate your major or field of specialization.  
Thank you.  
Comment · Like · March 15, 2016 at 11:54 AM

 **[Redacted]** (icant)  
Additional file has been uploaded for review.  
 [Download pdf \(262 KB\)](#) · [More Actions](#)  
Comment · Like · Share · March 13, 2016 at 6:52 PM

 **[Redacted]** (icant)  
I have submitted all the necessary documents to start the process.  
Please let me know if I am missing on anything. Thanks  
Comment · Like · March 13, 2016 at 6:52 PM

- Ask a Question
- Fast, easy, transparent communication stream



# Agent Experience

The screenshot displays the myAC Agent Experience interface. At the top, there is a green header with the myAC logo on the left and a user profile for Susan Agent on the right. Below the header, there are two tabs: 'APPLICATIONS' and 'RESOURCES'. The main content area is titled 'NashCoNS Applications' and features a 'Start New Agent Application' button. Below this, there are date filters for 'From Date' and 'To Date', both set to '24/03/2015' and '24/03/2016' respectively. A table lists five applications, each with a 'Checklist' and 'Pay Fee' button. The table columns are Application, Applicant, Stage, Program Type, Contact Info, and Created. Below the table, there is a note: 'Please email: International@algonquincollege.com if you are experiencing difficulty submitting your on-line application.' At the bottom, there is a footer with the myAC logo, links for 'Terms & Conditions' and 'Privacy Policy', and a 'Submit Feedback' button. The copyright notice '© 2016 Algonquin College. All Rights Reserved.' is also present.

Application	Applicant	Stage	Program Type	Contact Info	Created
<a href="#">Checklist</a> <a href="#">Pay Fee</a>	Testfix Tester AA-000001120	Cancelled	Academic Program	1234567890 test@test.com	28 Jan 2016
<a href="#">Checklist</a> <a href="#">Pay Fee</a>	Tests Father AA-000001115	Cancelled	Academic Program	1234567890 test@test.com	28 Jan 2016
<a href="#">Checklist</a> <a href="#">Pay Fee</a>	Testys Mother AA-000001114	Cancelled	Academic Program	1234567890 test@test.com	28 Jan 2016
<a href="#">Checklist</a> <a href="#">Pay Fee</a>	Test Test AA-000001031	Cancelled	Academic Program	555-555-5555 test@test.com	22 Jan 2016
<a href="#">Checklist</a> <a href="#">Pay Fee</a>	Testy Tester AA-000001010	Cancelled	Academic Program	1234567890 test@test.com	21 Jan 2016

- View all applications and current stage at a glance
- View and manage individual applications
- Upload documents and send communications



# Admissions Object

A single record where all details, progress, activities, communications, and documents can be viewed

The screenshot shows a Salesforce record page for an Admissions Object with ID AA-000001950. The page is divided into several sections:

- Navigation:** Includes a search bar, navigation tabs (Home, Chatter, myAC Custom Groups, Leads, Accounts, Contacts, Campaigns, Employees, Reports, Dashboards, Salesforce Request, User Stories, Project User Stories, Client), and a 'Sales' dropdown menu.
- Record Header:** Shows the record ID 'AA-000001950' and a 'Back to List: Users' link. There are tabs for 'Feed' and 'Details'.
- Admission Detail:** A progress bar with five stages: 1. Submit Form, 2. Submit Requirements, 3. Under Review, 4. Admission Started, and 5. Pre Orientation. Below the bar are action buttons: Edit, Delete, Sharing, Email Appliance, Email Agent, myACInt Portal, GENE 313, Email LOA, and Fast Review.
- Contact Information:** Fields include Contact (redacted), Contact Name (redacted), Contact Email (redacted), Citizenship (Pakistan), and Program Type (Academic Program).
- Owner and Stage:** Owner is Amanda Hussey (Change), and the Stage is Admission Started.
- Progress Metrics:** Admission Name: AA-000001950, Submit Progress: 100.00%, Review Progress %: 100.00%.
- EAP Study Info:** Fields include EAP Duration (weeks), EAP Start Date, and Is English your First Language (NO).
- Academic Study Info:** Fields include Desired Academic Term (2016F), Academic Program Choice (Marketing Research and Business Intelligence), Alternate Program Choice, Program Code (1303X01FWO), Currently in Canada? (NO), and Permit Type.
- Payment Info:** Fields include Fee (\$95.00), Payment Type (Credit Card), and Voucher Code.
- Admissions:** Fields include Student Number (040872765), Tuition Fees Due (redacted), Offer Deadline (03/04/2016), and Action (Next Steps).
- Internal Notes:** A section for internal notes.

# Admissions Object

## ▼ SIS Info

Opportunity [Mktng Research & Business Intelligence 1303XWO 2016F 040872765 Karishma Zahid](#)  
 SIS Term Level [01](#)

SIS Program Name [Marketing Research and Business Intelligence](#)  
 SIS Status [210](#)  
 SIS Status Name [Confirmed, Final](#)  
 SIS Status Web Description [Confirmation Received](#)  
 SIS Admission Code [00](#)

## ▶ Partner Info

## ▼ Student's Release of Information Consent

Consent   
 Relationship [Family](#)  
 Relation Name [\[Redacted\]](#)

Relation Email [\[Redacted\]](#)  
 Relation Phone [\[Redacted\]](#)

## ▼ System Information

Record Type [INT](#)  
 Created By [myACInt Site Guest User](#), 11/03/2016 1:41 PM  
 Last Modified By [Nash Zoonarin](#), 24/03/2016 9:02 AM  
 SIS Activity Projection [AP-020431](#)  
 SIS Student Status [SS-000659703](#)

Submit Stage Completed [13/03/2016 6:51 PM](#)  
 Review Stage Completed [23/03/2016 3:18 PM](#)  
 Submit Stage Age [2.17](#)  
 Review Stage Age [9.85](#)  
 Fast Review [Fast Review](#)

## Custom Links

[Relationships](#)

[Edit](#) [Delete](#) [Sharing](#) [Email Applicant](#) [Email Agent](#) [myACInt Portal](#) [GENE SIS](#) [Email LOA](#) [Fast Review](#)

## Admission Requirements

[Add Requirements](#)

[Admission Requirements Help](#)

Action	AR Name	Title	Description	File Required	Submitted	Accessed	Additional Upload	Approved	Order
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">AR-000008189</a>	International Application Form	International Application Form.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	0000100
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">AR-000008190</a>	Mandatory & Non-Refundable Application Fee	Non-Refundable \$95 CAD Application Fee - Proof of Payment is required. Options: Credit Card is the easiest and fastest way to process your application. Bank/Wire Transfer - Note: Additional bank fees may apply	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0000200
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">AR-000008191</a>	Academic Documents	Transcripts - of High School for Admission to a Post-secondary Diploma, Certificate or Degree program - of University or College Degree for Admission to a Graduate Certificate program Important Note: Electronic copies must be	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0000300
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">AR-000008192</a>	English Proficiency	Academic program application: All applicants for whom English is a foreign language must provide proof of English language proficiency. Options include: For Diploma programs (excluding Health and some Communication programs):	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	0000400

## Open Activities

[New Task](#) [New Event](#)

[Open Activities Help](#)

No records to display



# Admissions Object

## Activity History Log a Call Mall Merge Send an Email View All Activity History Help

Action	Subject	Name	Task	Due Date	Assigned To	Last Modified Date/Time
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">Email: Algonquin College - 040872765</a> <a href="#">Karishma Zahid</a>	<a href="#">Karishma Zahid</a>	✓	23/03/2016	<a href="#">Amanda Hussey</a>	23/03/2016 3:45 PM
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">Under Review Completed Stage</a>		✓	23/03/2016	<a href="#">Admin Salesforce</a>	23/03/2016 3:18 PM
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">Email: Algonquin College - 040872765</a> <a href="#">Karishma Zahid</a>	<a href="#">Karishma Zahid</a>	✓	15/03/2016	<a href="#">Amanda Hussey</a>	15/03/2016 11:56 AM
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">Submit Requirements Completed Stage</a>		✓	13/03/2016	<a href="#">Admin Salesforce</a>	13/03/2016 6:51 PM
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">IEC New Application notification</a>		✓	11/03/2016	<a href="#">Admin Salesforce</a>	11/03/2016 1:41 PM

## Notes & Attachments Attach File View All Notes & Attachments Help

Action	Type	Title	Last Modified	Created By
<a href="#">Preview</a>   <a href="#">Download</a>   <a href="#">Del</a>	File	<a href="#">040872765</a>	23/03/2016 3:31 PM	<a href="#">Amanda Hussey</a>
<a href="#">Preview</a>   <a href="#">Download</a>   <a href="#">Del</a>	File	<a href="#">Karishma Zahid-CV</a>	13/03/2016 6:52 PM	

## eCommerce Transactions New eCommerce Transaction eCommerce Transactions Help

Action	eCommerce ID	Account	x_first_name	x_last_name	x_email	x_amount	x_tax	x_response_code	x_response_reason_text
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">eCT-004840</a>		Karishma	Zahid	<a href="#">enr.alshamad@gmail.com</a>	\$95.00	\$0.00	1	Transaction has been approved

## Admission History Admission History Help

Date	User	Action
23/03/2016 3:47 PM	<a href="#">Amanda Hussey</a>	Changed Offer Deadline to 08/04/2016.
15/03/2016 11:53 AM	<a href="#">Amanda Hussey</a>	Deleted New post - file In Flag Action.
13/03/2016 6:52 PM		Changed Stage from Under Review to Admission Started. Changed Flag Action from New file upload to New post - file. Changed Flag Action from New post to New file upload.

[Show more »](#) | [Go to list »](#)

## Messages New Message Messages Help

Action	Message Id	Record Type	Type	Contact	Origin	Stage	Record Created By	Record Owned By	Record Additional Reference
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">MSG-001824</a>	SAM	Feed Post		Application Member	Under Review	<a href="#">myACInt Site Guest User</a>	<a href="#">Amanda Hussey</a>	<a href="#">Martha Munroe</a>
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">MSG-001825</a>	SAM	Feed Post		Application Member	Under Review	<a href="#">myACInt Site Guest User</a>	<a href="#">Amanda Hussey</a>	<a href="#">Martha Munroe</a>
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">MSG-001983</a>	SAM	Feed Post		Application Member	Admission Started	<a href="#">myACInt Site Guest User</a>	<a href="#">Amanda Hussey</a>	
<a href="#">Edit</a>   <a href="#">Del</a>	<a href="#">MSG-002529</a>	SAM	Feed Post		Application Member	Admission Started	<a href="#">myACInt Site Guest User</a>	<a href="#">Amanda Hussey</a>	

[Back To Top](#)

Always show me [more records per related list](#)



# Admissions Object

Client Service Officers can quickly review, edit, and update the admission record

Home Chatter myAC Custom Groups Leads Accounts Contacts Campaigns Employees Reports Dashboards Salesforce Reque... Requirements Travels +

Student Admission Management (SAM)  
Fast Review Admission Requirements

Go Back Save Review GENESIS

Name Karishma Zahid Admission # AA-000001950  
Academic Program Choice Marketing Research and Business Intelligence Desired Academic Term 2016F  
Program Code 1303X01FWD Payment Type Credit Card  
Student Number 040872765 Action (Next Steps) --None--  
Flag Action --None-- Stage Admission Started

1 Submit Form 2 Submit Requirements 3 Under Review 4 Admission Started 5 Pre Orientation

### Checklist

Submit Status	Review Status	Requirement	Files	Notes												
Submitted ✓ Fri, 11 Mar 2016 Assessed : <input type="checkbox"/>	Approved Fri, 11 Mar 2016	International Application Form														
Submitted ✓ Sun, 13 Mar 2016 Assessed : <input type="checkbox"/>	Approved Sun, 13 Mar 2016	Mandatory & Non-Refundable Application Fee	<table border="1"> <thead> <tr> <th>Name</th> <th>Description</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>CreditCardPaymentReceipt.txt</td> <td>Credit Card Payment Receipt</td> <td>13/03/2016 6:49 PM</td> </tr> </tbody> </table>	Name	Description	Date	CreditCardPaymentReceipt.txt	Credit Card Payment Receipt	13/03/2016 6:49 PM							
Name	Description	Date														
CreditCardPaymentReceipt.txt	Credit Card Payment Receipt	13/03/2016 6:49 PM														
Submitted ✓ Sun, 13 Mar 2016 Assessed : <input type="checkbox"/>	Approved Wed, 23 Mar 2016	Academic Documents	<table border="1"> <thead> <tr> <th>Name</th> <th>Description</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>provincial certificate.pdf</td> <td></td> <td>18/03/2016 2:57 PM</td> </tr> <tr> <td>Karishma Zahid-CV.pdf</td> <td>Resume</td> <td>13/03/2016 6:52 PM</td> </tr> <tr> <td>tran.pdf</td> <td>BBA_Transcript_Karishma</td> <td>13/03/2016 6:51 PM</td> </tr> </tbody> </table>	Name	Description	Date	provincial certificate.pdf		18/03/2016 2:57 PM	Karishma Zahid-CV.pdf	Resume	13/03/2016 6:52 PM	tran.pdf	BBA_Transcript_Karishma	13/03/2016 6:51 PM	ICAS assessment saved to laserfiche.
Name	Description	Date														
provincial certificate.pdf		18/03/2016 2:57 PM														
Karishma Zahid-CV.pdf	Resume	13/03/2016 6:52 PM														
tran.pdf	BBA_Transcript_Karishma	13/03/2016 6:51 PM														
Submitted ✓ Sun, 13 Mar 2016 Assessed : <input type="checkbox"/>	Approved Tue, 15 Mar 2016	English Proficiency	<table border="1"> <thead> <tr> <th>Name</th> <th>Description</th> <th>Date</th> </tr> </thead> <tbody> <tr> <td>ielts.pdf</td> <td>English Proficiency</td> <td>13/03/2016 6:51 PM</td> </tr> </tbody> </table>	Name	Description	Date	ielts.pdf	English Proficiency	13/03/2016 6:51 PM							
Name	Description	Date														
ielts.pdf	English Proficiency	13/03/2016 6:51 PM														

Go Back Save Review GENESIS

Chat





# Data and Reporting

Custom Views make it easy to group relevant data and find bottlenecks

The screenshot displays the Salesforce interface for a custom view titled "1. New applications". A dropdown menu is open, showing various filters such as "All (Open)", "Closed (Cancelled, Declined)", "Last 7 Days", "My Applications", "Ready for Processing (China & India)", "SIS Sync", "Today", "Troubleshoot SIS sync", and "Yeasterday". The main table lists application records with columns for ID, Name, Flag, Flag Action, Stage, Desired Academic Term, Academic Program, Citizenship, IEC Partner, and Program. The table shows 11 records, all with a "New application" flag and "Submit Requirements" stage.

ID	Name	Flag	Flag Action	Stage	Desired Academic T...	Academic Program ...	Citizenship	IEC Partner	Progra
AA-00001802	aragona	Flag	New application	Submit Requirements	2016F	Marketing Research...	Mauritius	Overseas Education...	Acac
AA-00001803	quest	Flag	New application	Submit Requirements	2016F	Marketing Research...	Mauritius	Overseas Education...	Acac
AA-00001806	barberg	Flag	New application	Submit Requirements	2016F	Bachelor of Building...	Mauritius		Acac
AA-00001808	aragona	Flag	New application	Submit Requirements	2016F	Bachelor of Building...	Mauritius		Acac
AA-00001821	aragona	Flag	New application	Submit Requirements	2016F	Business Intelligenc...	Nigeria		Acac
AA-00001824	aragona	Flag	New application	Submit Requirements	2016F	Business - Accounti...	Ghana		Acac
AA-00001826	aragona	Flag	New application	Submit Requirements	2016F	Tourism and Travel	Nigeria		Acac
AA-00001802	aragona	Flag	New application	Submit Requirements	2016F	Architectural Techn...	Zambia		Acac
AA-00001803	quest	Flag	New application	Submit Requirements	2017S	Business Administr...	Congo (Democratic...		Acac
AA-00001806	barberg	Flag	New application	Submit Requirements	2016F	Computer Systems...	Vietnam		Acac
AA-00001808	aragona	Flag	New application	Submit Requirements	2016S	Anesthesia Assistant	Egypt		Both
AA-00001821	aragona	Flag	New application	Submit Requirements	2016S	Social Service Work...	Ethiopia		Both
AA-00001824	aragona	Flag	New application	Submit Requirements	2016S	Hospitality Manage...	Eritrea		Acac
AA-00001826	aragona	Flag	New application	Submit Requirements	2016F	Environmental Man	Nigeria		Acac



# Data and Reporting

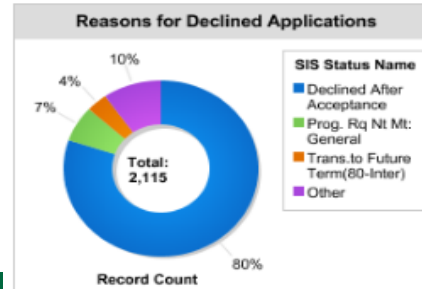
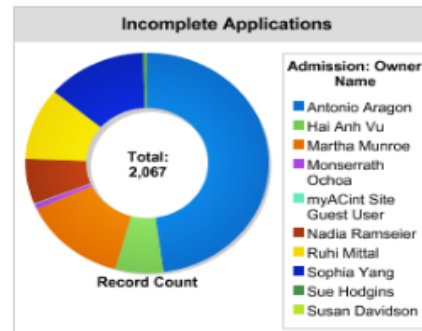
Data and reports visualize what is occurring with the applications in real-time.

This level of actionable data and insight was previously not available.

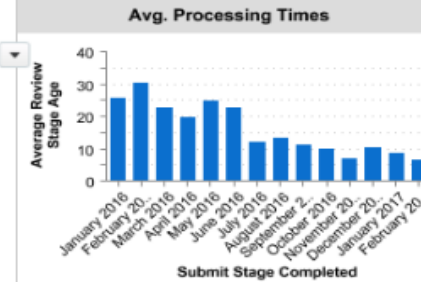
## Application Portal



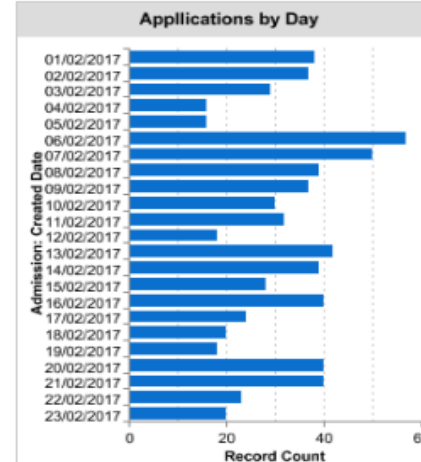
How many apps are over 5 days?



2016F



Goal to improve service times



### Applications Under Review

Citizenship	Record Count
Bahamas	2
Barbados	1
Brazil	4
Cameroon	1
China	30
Egypt	1
Ethiopia	4
Ghana	5
Guinea	1
India	142
Italy	1
Japan	1

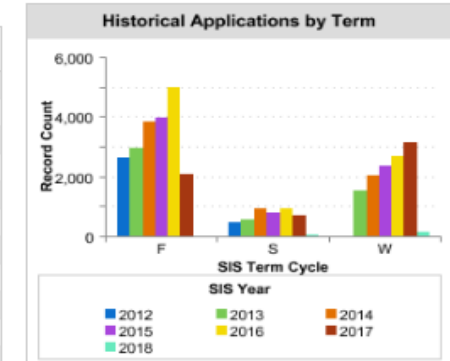
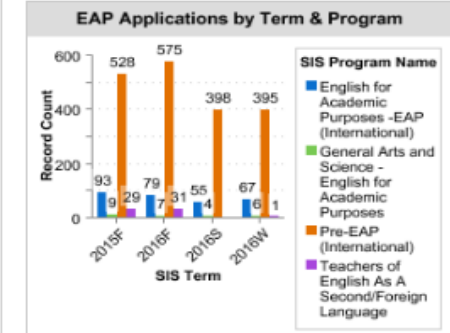
## Applications to Academic Programs

2016F INT Applications:	4,286
2017W INT Applications:	2,491
2017S INT Applications:	485

## Enrolment

2016F Registered Lvl 1:	756
2016F Registered All Levels:	1,524
2017W Registered Lvl 1:	416
2017W Registered All Levels:	2,090
2017S Registered Lvl 1:	0
2017S Registered All Levels:	0

## EAP



Compared to last year

# Implementation Challenges

- Learning a new application process
- Adapting to a new technology
- Running parallel systems
- Reluctance to change
- Dissimilar technical abilities of users
- Scope changes and expansion of project team – inclusion of Registrar's Office



# Results

Decrease in application processing time from 25 days to 7 days

Elimination of ten manual processes

Increase in applicant satisfaction from 86.7% to 89.3%

Elimination of in “investigation” time when issues come up

Elimination of emails requesting updates on application progress

Ability to easily transfer ownership of records when employees are away from work



# OUR ADVICE



# Our Advice

Get buy-in at  
all levels with  
all  
stakeholders

Talk to your  
clients and  
walk in their  
shoes

Talk to your  
employees  
and walk in  
their shoes

Challenge  
current  
processes

Benchmark  
the current  
state so you  
can measure  
improvements

Pilot, test,  
refine, repeat



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**THANK YOU**

