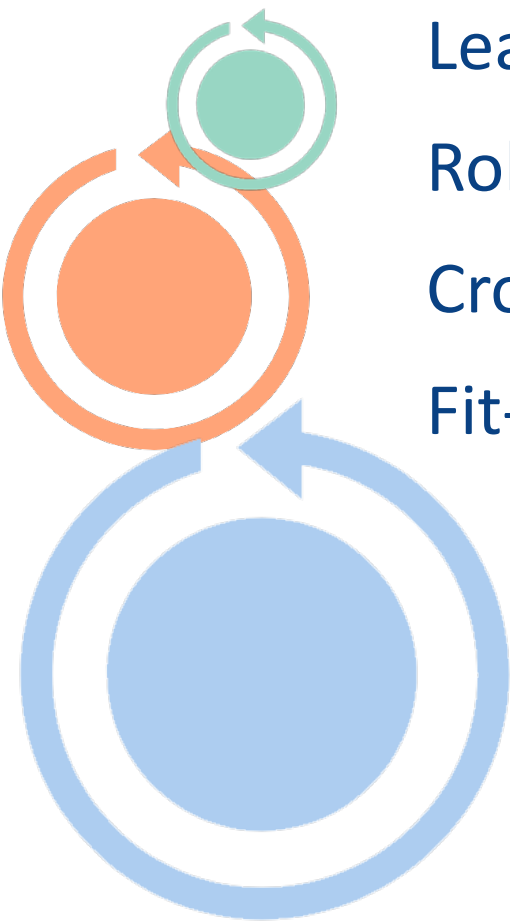


Raising the Bar – closing the gap from admission to offer for Melbourne Law School

Shiv Chandra and Matty Kapadia,
Service Improvement Team



The Service Improvement team



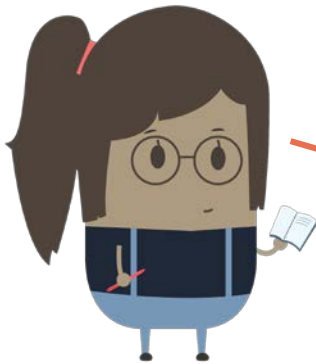
Lean, Agile and Six Sigma approaches

Robotic Process Automation

Cross-discipline teams across the University

Fit-for-purpose solutions

What we heard?



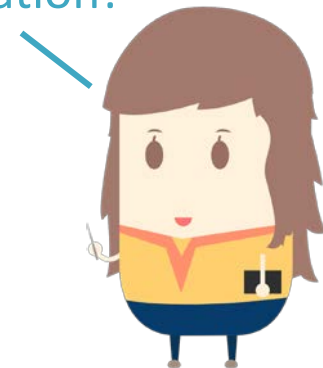
We're taking the first offer we get



There are so many steps in the process and we use so many systems just to process one application!



I want to teach the highest quality students



The objective

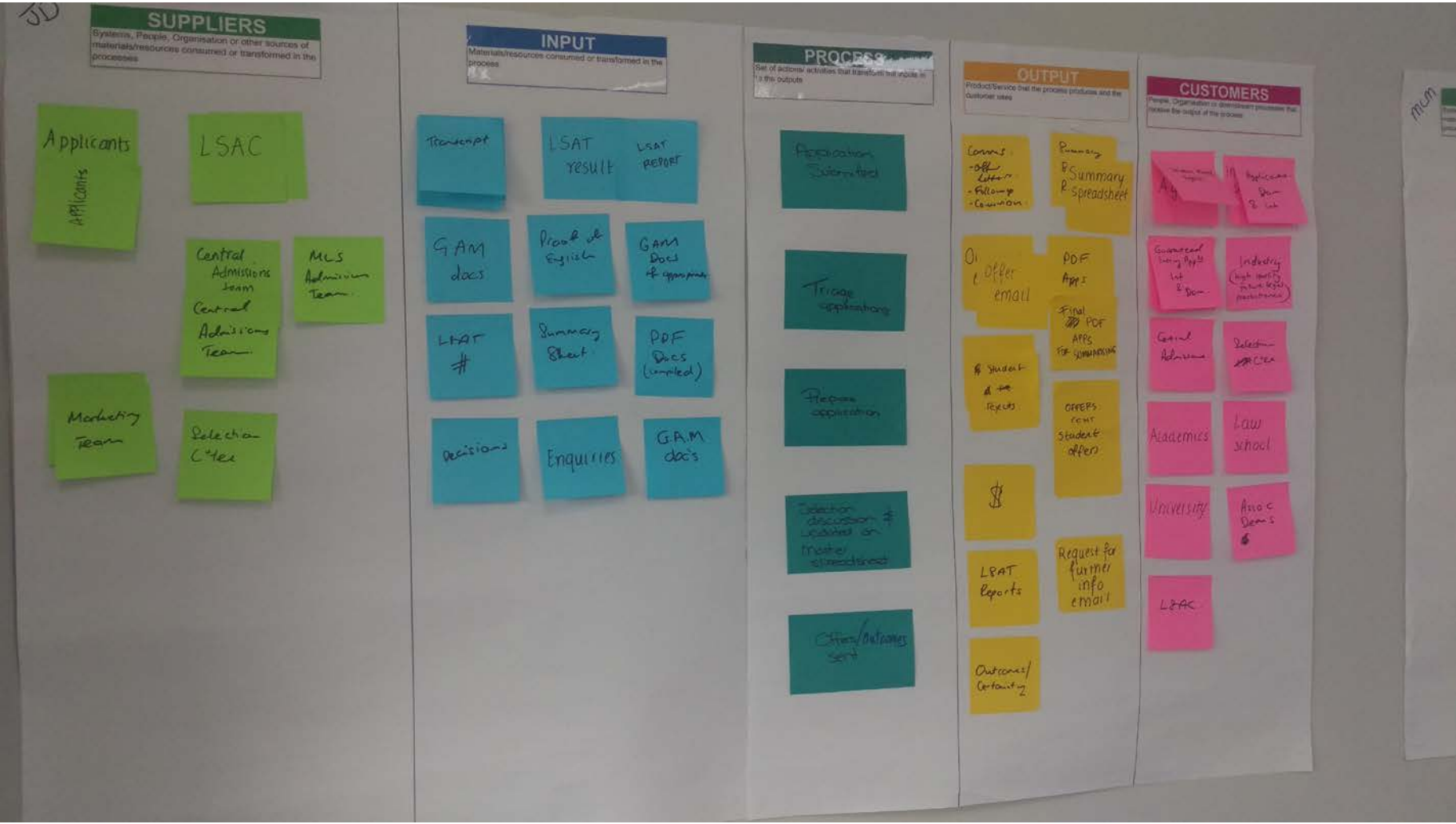


to improve administrative processes and reduce application processing times for Melbourne Law Masters to 30 days, and increase the efficiency of Juris Doctor application processing by 20 per cent

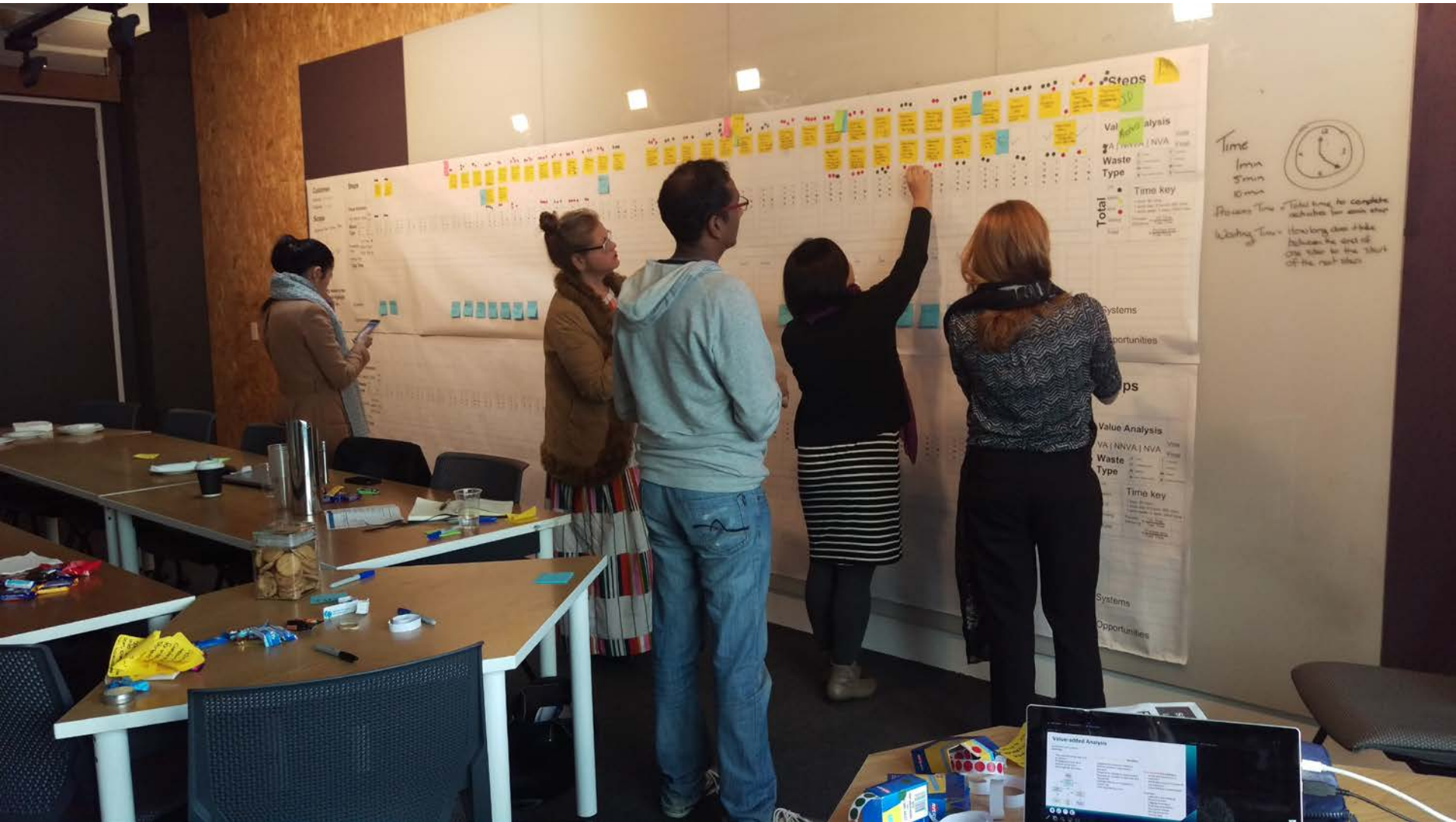


The Journey

Understanding the High Level Process



Value Stream Map



CAR PARK



- ^{Power BI} Biz - Report split into TD / num?
- Large # of withdrawals due to non sit of ~~LSAT~~ JD (manual).
- Agent - Do they get a commission ^{only} if they student accept's offer.

Comms to students

Spread workload across the year

Offer via CIA ^{offer} _{system}

Formbook ^{Formbook} _{LSAT updates?} _{for the books}

Reviews ^{Reviews} _{re CIA ranking}

Academic ^{Academic} _{recommendations} _{By bonding}

- Include Bursary in offer letter? ^{Scholarship} Email sent previously?

Admission team ^{Admission team} _{trage of applications} _{- needs information of interrelationships}

Admissions team ^{Admissions team} _{has one on one with applicants}

reviews ^{reviews} _{where incomplete applications} _{stays is}

Equity ^{Equity} _{Equality} _{access} _{selection} _{from team members}

Peak ^{Peak} _{Apply let sit} _{LSAT end sat} _{2nd week Oct} _{- for allow}

Scholarship ^{Scholarship} _{process} _{& documents}

Finance ^{Finance} _{data} _{collection?}

Ranking ^{Ranking} _{G.M.I.} _{Doc's + forms} _{Not G.M.I.} _{LSAT + application}

Comms on website ^{Comms on website} _{re G.M.I.}

Admissions team ^{Admissions team} _{minimum size} _{file size}

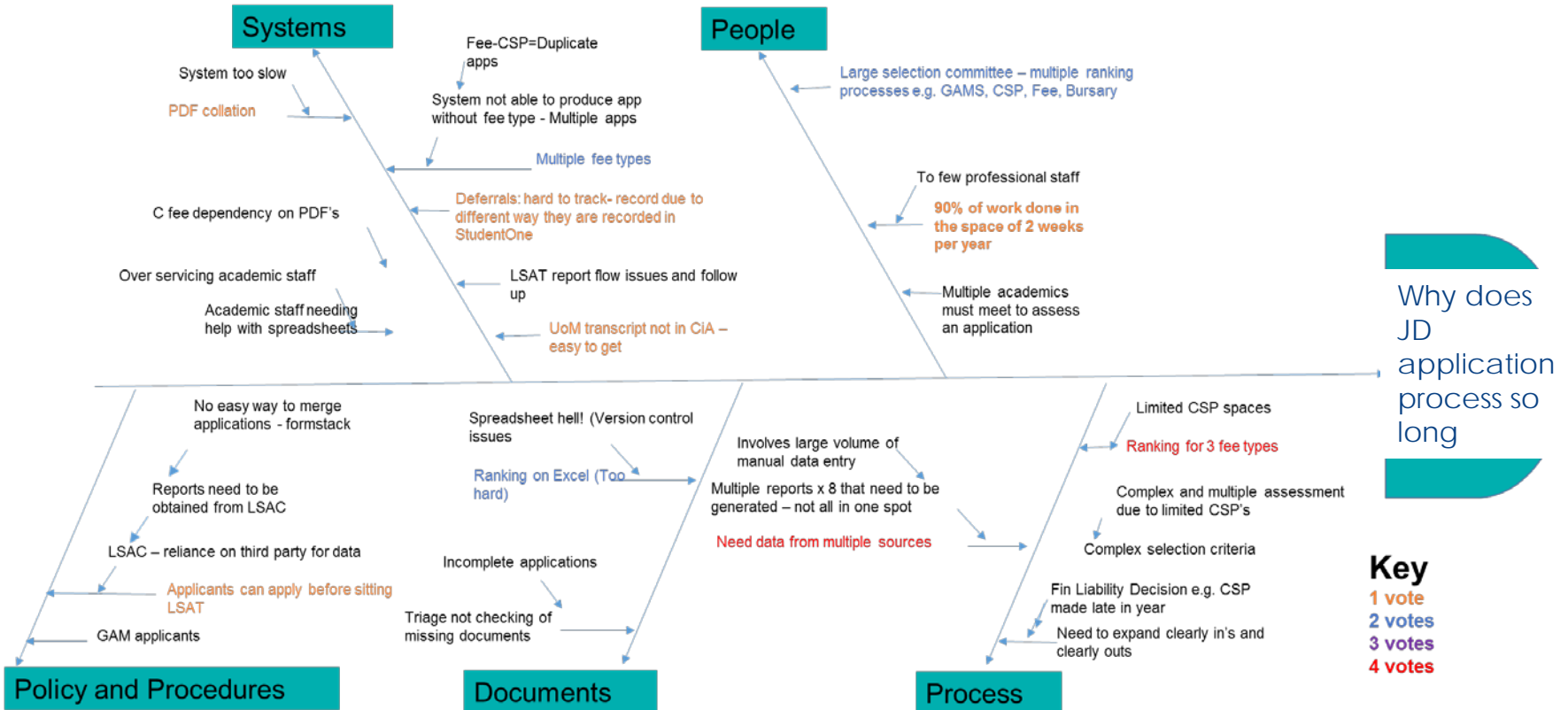
Australia ^{Australia} _{central} _{student} _{records} _{portal}

2 emails ^{2 emails} _{read on}

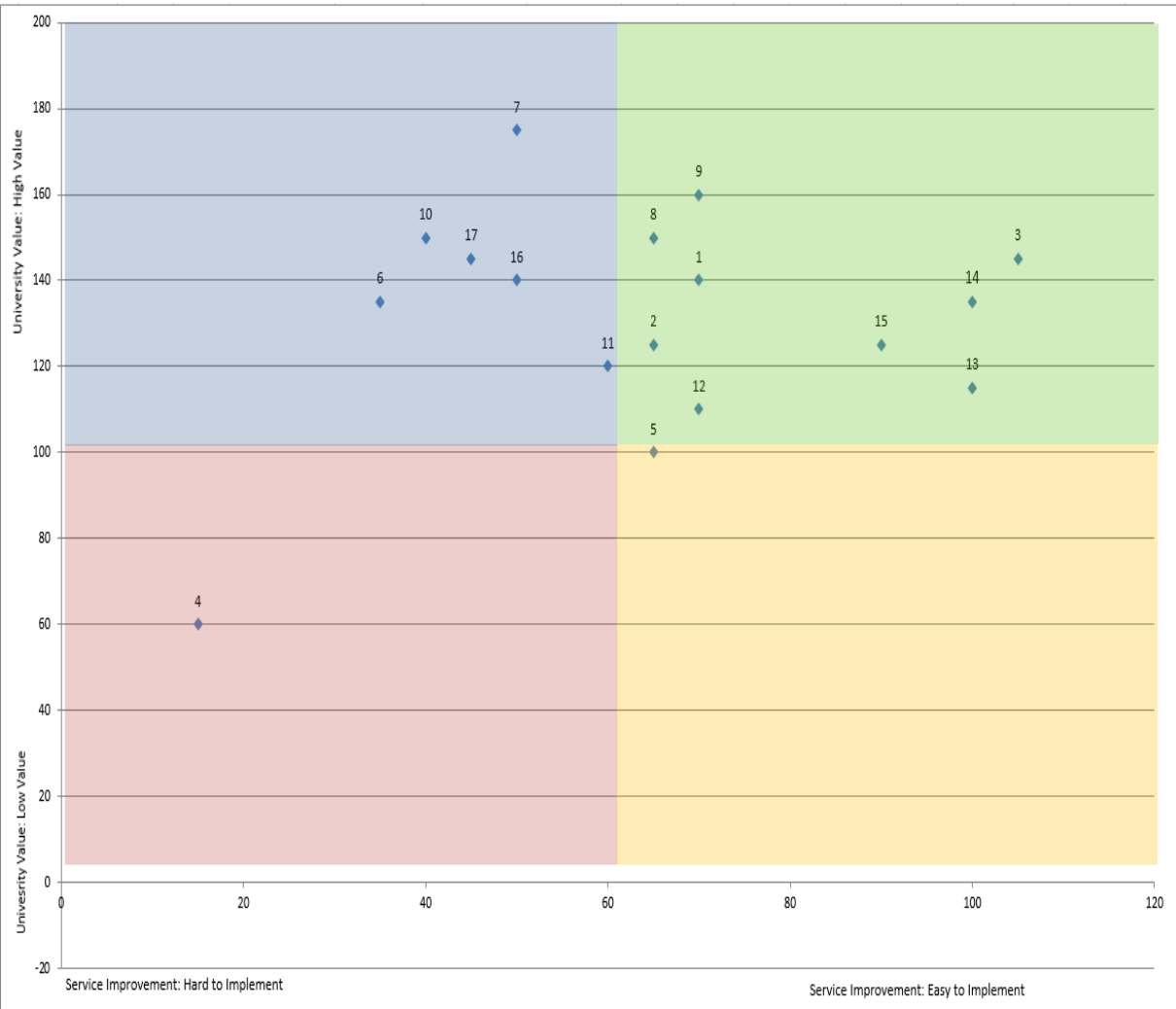
LSAT Result ^{LSAT Result} _{- find borderline} _{apps understand}

Issues ^{Issues} _{application} _{LSAT report} _{to work} _{essays}

Understanding the root cause



Identify & Prioritise Solutions



1	Add LSAT questions to eApps
2	Bulk offers via CiA
3	Create better excel spreadsheets for summaries
4	Create deadlines for finalised applications on eApp
5	Create online GAMs form
6	Develop business rules for fee types based on historical data for CSP places
7	Full fee offers on a rolling basis via CiA
8	Generate summary from CiA
9	Remove CSP option from eApps
10	Single source of data/ Remove multiple sources
11	Summarise applications in CiA
12	Switch off deferrals for Juris Doctor programme
13	Training for staff on offer letters
14	Training for staff on summarising applications
15	Training for Triage staff (to stop incomplete applications)
16	UoM results available in CiA
17	Use referrals in CiA for Academic assesement

Establish Operating Rythm

Illustrations:

- Two people celebrating with arms raised.
- People in a boat with a life preserver, one saying "HURRY UP!".
- A person in a graduation cap looking at a computer screen with question marks.
- Three people holding certificates, one saying "I'VE BEEN ACCEPTED!".

Handwritten Notes:

- SUCCESSSES:**
 - Learned backlog of chinese MLM apps
 - Focus on low-successful (150+ attendees)
 - Contact w/ Anthony → responses to some queries - LSAT team
- COMMS:**
 - Carolyn matthew - Full fee offers rolling & reactivating to CSPs
 - Individual focus groups w/ current students about offer model (LSS) - To set & organise

Central Gantt Chart:

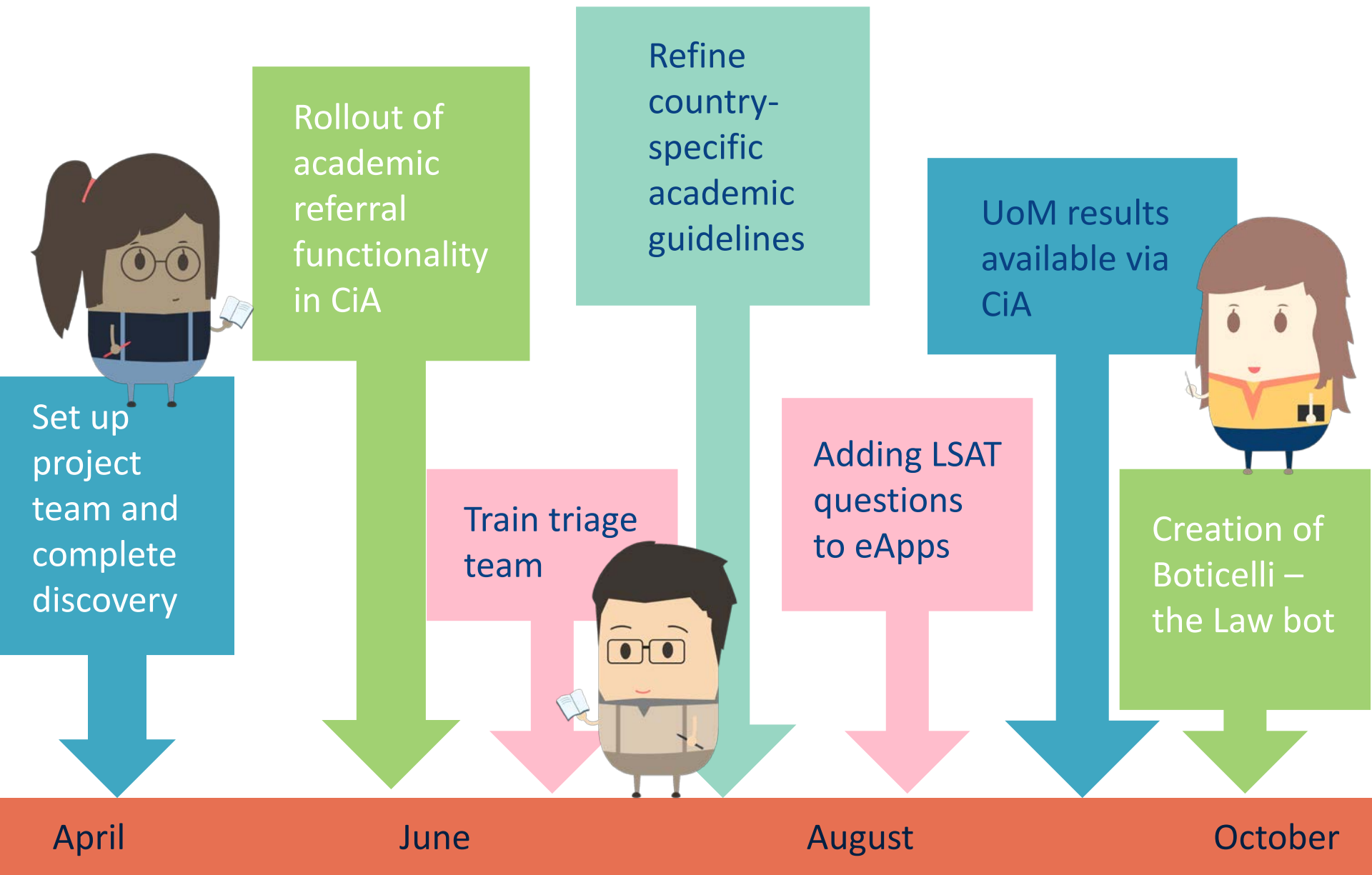
Timeline from July to September with various task bars and markers.

Grid of Tasks:

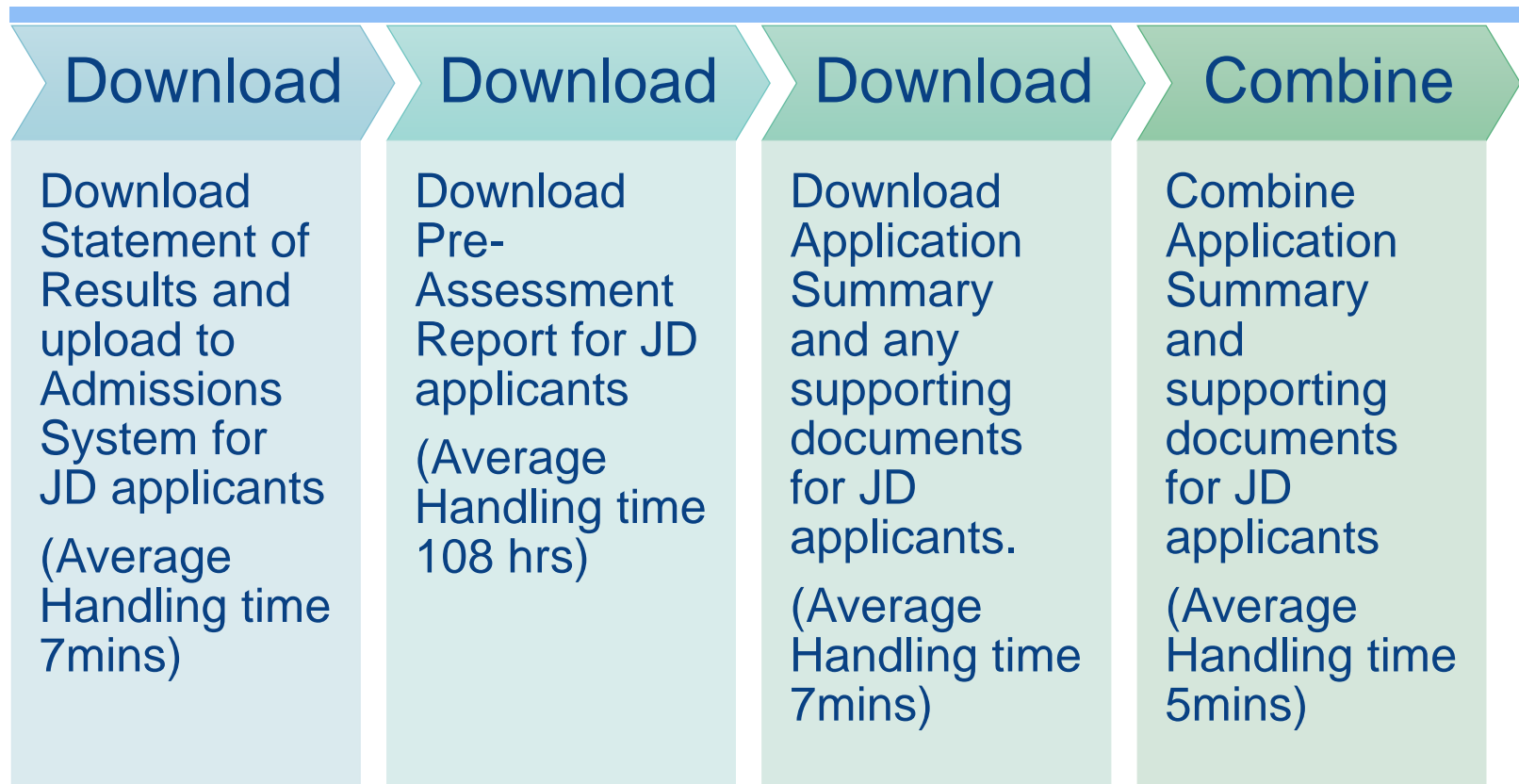
Task	Start	End	Status
Change impact spreadsheet	16/6	16/6	Completed
Applications Enquiries	16/6	26/6	In Progress
Enquiries	16/6	16/6	Completed
Out of office	16/6	16/6	Completed
Training for Triage Team (JD and Masters)	16/6	16/6	Completed
Add LSAT questions to app	16/6	16/6	Completed
University of Melbourne results available via CLA	16/6	16/6	Completed

Other Board Elements:

- Team focus:** Colored dots representing team members.
- Out of office:** Mary - Fri 14th, Mon 18 Tue 19/6/17; Angela - Departs 20 July 2017.
- ISSUES:** ROLLING OFFERS e.g. CSP conditional or FF only then act after CSP; speak to marketing first before Exec.
- ACTIONS:** MESSAGING RE CSP AVAL; WORKING FOR WORK OUT PLAN; CANES SHIP FROM; ASURE OIN first years in ISS to speak to re CSP fees; Spreadsheet T/Sheeting; Take deferrals idea to JD select - Comm; Print weekly reports of apps for JD & MLM.

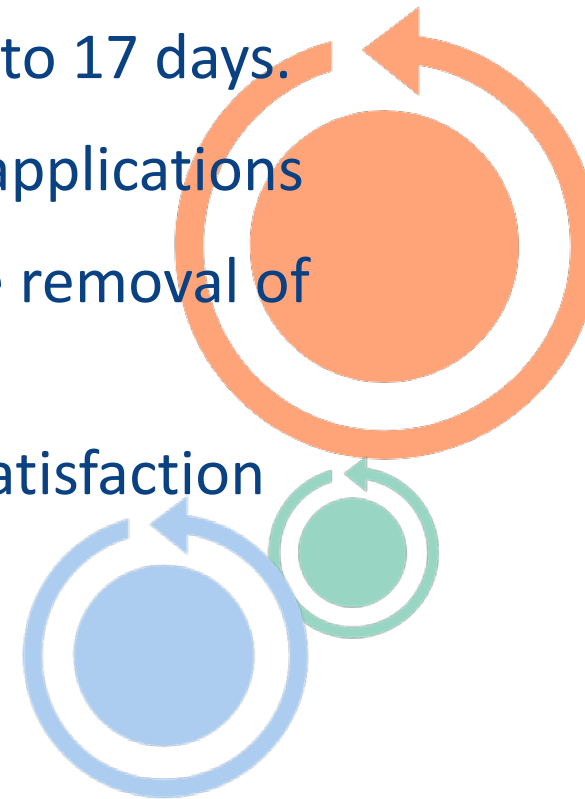


Robotic Process Automation



So what?

- Reduction in effort of processing Juris Doctor applications by 40%.
- Reduction in Masters application time to 17 days.
- System generated summaries for 700 applications
- Simplified application process with the removal of unnecessary requirements
- An increase in academic stakeholder satisfaction with the selection process



Events After

- Download of statement of results rolled out to Uni wide (annual volume 16,000)
- Download Pre-Assessment Report for Masters applicants (annual volume 2270)
- Download Application Summary and any supporting documents for Masters applicants (annual volume 2270)
- Work in progress to roll out Pre-Assessment report for remainder of faculties
- Work in progress to provide remainder of faculties a standardized way of viewing Application summary and supporting documents

Lessons Learnt

- Not all solutions that you implement will work
- Setting expectations upfront helps get the buy-in from the teams and the stakeholders
- Make it fun, be creative
- Showcase achievements

Questions?



Get in touch:
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