

Using a Web-Based Database Solution to Streamline Workflow in the Department of Education

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Using a Web-Based Database Solution to Streamline Workflow in the Department of Education

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INTRODUCTION & BACKGROUND

Department of Education and more specifically Youth Programming such as the Research Scholar program faces issues with workflow processes.

- Triplicate (or more) copying of documents
- Different formats of submission (mail, fax, email etc.)
- Cost of printing/paper & storage of documents
- Man-hours used to sort, filter, and match students and mentors

During the 8-week Research Scholar program, the potential solution to these problems was studied:

Wizehive.

METHODS

- 2017 was the first year that the DOE used Wizehive for the Research Scholar applications

350 applications
x 10 pages each
x 3 copies of apps
= 10,500 pages
+ ~500 pages for mentors
= 11,000 printed pages

350 applications for
45 projects:
87%
Filtered OUT

- A Literature Review was conducted to analyze the benefits and challenges to implementing a software solution vs. traditional paper applications
 - Specifically looking for "business process management" or "workflow automation"
- A Standard Operating Procedure was created and it is an artifact of learning
- From there, Wizehive's use was extended from RS to a draft of the Emerging Health Professionals (EHP) application

OUTCOMES

Benefits of Automation

Cost & Time & Space

Accountability

Reduces Errors

Streamlined Processes

Improved Communication

Improved Efficiency

Completeness

Challenges of Automation

Implementation & Labor Cost

Lack of IT Assistance

On-Site Technology

- The common theme among the challenges is that they are related to human involvement or hardware.

- The strongest tool with Wizehive is its ability to streamline the sorting, filtering, and matching of applicants to projects. This has significantly reduced the man-hours spent on RS.

350*

Hours logged in 2016 application cycle

160

Hours logged in 2017 application cycle

*Actual hours are projected to be 1000+ across the DOE

CONCLUSION & NEXT STEPS

- The results concluded that the benefits outweigh the challenges of implementation
- Testimonials from all administrators of the Research Scholar application agree that they prefer Wizehive's software over their traditional paper-based methods
- **Next Steps** of this software would be to implement it among other departments within LVHN
- Wizehive could also be used as a **survey tool** in addition to an application management software

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