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

<table>
<thead>
<tr>
<th>Application</th>
<th>Pages</th>
<th>Copies</th>
<th>Total Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>350</td>
<td>10</td>
<td>3</td>
<td>10,500</td>
</tr>
<tr>
<td>350</td>
<td>10</td>
<td>3</td>
<td>11,000</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Hours logged in</th>
<th>2016 application cycle</th>
<th>2017 application cycle</th>
</tr>
</thead>
<tbody>
<tr>
<td>350*</td>
<td>87% Filtered OUT</td>
<td>160</td>
</tr>
</tbody>
</table>

*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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- Kristina Petre MLS, CM, AHIP
- Wizehive’s LVHN representative Michael Antonovich

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