

ECSI CASE STUDY:

Electronic Applications, Registration, & Electronic Payment for Isabella Graham Hart School of Practical Nursing

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“Partnering with ECSI for our electronic applications has really streamlined our processes. We have not only saved a lot of time and money, but are receiving more applications than ever.”

- Cynthia Roberts, IGH Administration Leader

A Paper Problem:

One of the most challenging jobs today is that of a nurse, and at the Isabella Graham School of Practical Nursing (IGH) the challenges seemed to start with the application process, for both applicant and staff.

The paper and time intensive process started when an applicant would call and request an application. The application, along with financial aid information, would then be manually mailed out at additional costs to IGH. Often times these efforts had to be duplicated as additional applications were requested, therefore, requiring IGH to spend more on paper, postage, etc.

The hand-written applications would then be manually entered into a spreadsheet one-at-a-time, averaging 20 minutes per application. Also, each application was accompanied by two checks, one for the application and fee and the other for an admission exam, adding to the inundated process. Finally, once everything was processed and entered, another set of letters had to be mailed out regarding the admission exam. Between the costs of paper, postage, and processing times, IGH's application process was taking a big hit on both their budget and staff.

Making the Change:

Realizing there had to be a better way, IGH decided to partner with ECSI through a recommendation from Rochester Institute of Technology (RIT). "We knew we were behind the times," said Cynthia Roberts, IGH's Administration Leader. "We knew our colleagues already had electronic solutions and we needed to get a better process implemented."

Teamed with ECSI, IGH was delivered a customized online solution that enables them to process applications, generate electronic bills, accept electronic payments, and is fully contained with a user friendly front-end that has web-reporting and high security.

Proven Results:

When IGH went live, they stopped accepting paper applications and directed everyone to the web. "With an electronic application, it is available immediately. Paper took a long time to send and receive, and then have to enter it manually," Cynthia said. "What once took upwards of 20 minutes to process a single application is now instantaneous."

Since IGH has gone electronic, their applications have more than doubled from 180 per year to over 400. This is attributed to the immediate availability of a web application, as well as the ease of use of entering the information and paying electronically, according to Cynthia.

IGH no longer spends time or budget dollars on postage, mailing out applications and forms, or manually entering information to accounts. Now, information is passed and loaded electronically, allowing IGH to approve applications, load information, and create accounts more efficiently. Also, instead of having to send two checks, applicants now make one electronic payment for the two fees because ECSI can easily split the funds between multiple accounts.

One of the online account tools IGH's students take advantage of the most are the online payment options, "The online tools remind the student when their payments are due whenever they login, and then they pay from there, either by electronic check or credit card," Cynthia said. "Now we only have one or two people behind on their payment, compared to before when there were a lot more."

IGH Application, Registration, & Electronic Payment Process...

