



City/State:
West Virginia

Client:
American Public
University System

Industry:
Education

The Client

American Public University System (APUS) is a private, for-profit, online university system with its headquarters in Charles Town, West Virginia. The mission of American Public University System is to provide high quality higher education with emphasis on educating the nation's military and public service communities by offering respected, relevant, accessible, affordable, and student-focused online programs that prepare students for service and leadership in a diverse, global society. American Public University System seeks to advance social, economic and environmental well-being through the transformative power of education with dynamic, engaging, quality learning experiences.

Problem

APUS was looking to use RPA to better manage increased workload resulting from repetitive manual tasks during a degree or program change process. This was critical to addressing resource constraints during peak periods. In fact, processing a degree or program change for an existing student requires an additional evaluation and quick response time. The project was about using RPA to automate the "What If" process once a student has submitted a request for program or degree change online with the following steps:

- Retrieve the request for degree/program change
- Perform a "What If" analysis to qualify the student for the selected program/degree change
- Perform the change/cancel the request depending on the outcome of the "What If" analysis
- Perform required steps and notify the student about the outcome of the program/degree change request (for cancelled requests, notify the student with the reason and suggested next steps).



CAPSTONE
STRATEGY GROUP
EFFECTING MEANINGFUL CHANGE

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The Solution

Using its Rapid Return on Process Automation (R²PA) methodology, the CSG team was able to deploy an Automation Anywhere based solution within a week and build the different automated workflows to address the business needs around degree and program changes within 90 days. The solution resulted in significant efficiency (**80% workload reduction**), faster processing time (**from 24mins to 4mins**) and faster response to students' requests.

Capstone's methodology for RPA adoption (from Pilot to a COE)

