



## *University Process Improvement Outside Scholarship Outcomes*

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The Outside Scholarship team met to review the current paper process for Outside Scholarships, design and create a new online process to eliminate paper, incorporate automated notifications, using DocuSign software in order to increase efficiency and time savings.

### **DocuSign Outstanding Scholarship Forms:**

- Created two new forms for Athletic and non-athletic students.
- Eliminates 3-ply paper form.
- Provides systematic routing for approvals.
- Captures e-signatures.
- Automated emails throughout the approval process.
- Dashboard provides status and form location.
- Forms accessible in myMemphis Portal.

### **Streamline process by:**

- Bursar Manager review removed from the process (duplication of effort).
- Scholarship office no longer receives and routes Athletic forms.
- Athletic office receives Athletic student forms directly.
- Financial Aid post awards for Athletic students, eliminating Scholarship office having to process those records.

### **New Detail Code:**

- Created a new Banner detail code to be used when refunds are returned to donor when student is not eligible to receive additional funding.
- New automated email burst will be sent to the student to make them aware the funds were unable to be disbursed at this time.

### **Cost Savings:**

- No longer need 3-ply forms.
- Eliminated need for making copies of the forms.
- Binders and folders are no longer needed for filing forms.
- Time spent boxing historical records to be transferred to South Campus.

### **Procedure Document:**

- Outline process flow and responsibility of each department.

### **Metrics: Time saving = 558 hours yearly**

- Bursar Admin – 10 min per form \* 1086 = **181 hours**
- Bursar Manager – eliminated from review = **91 hours**
- Scholarship Student Counselor - 15 min per form \* 1036 = **259 hours**
- Financial Aid Asst. Dir – 5 min per form \* 50 = **4 hours**
- Athletic Assoc. Dir – 20 minutes per form \* 50 = **17 hours**
- Archive Yearly records = **6 hours** will be saved due to records will be stored in DocuSign