



University Process Improvement Term Delete Outcomes

The Term Delete team met to review the current paper process for requesting a Term or Course Deletion. Team proposed various changes to the guidelines and created an electronic process that routes the document to appropriate approvals via DocuSign.

Changes to Term Delete Process

- Updated guidelines
 - Created a bulleted list of conditions that student must meet to request a term delete
 - Student initiating form must attach documentation verifying non-attendance in course(s) before form can be submitted
 - Administrative units are required to attach documentation when initiating Term Delete request
 - Clarified that student must be prepared to repay any refunds or money owed the university
- Time Limit Eligibility
 - Requests for a course or term delete must be made within two years after taking the course.
- Initiating Form Submission
 - Student will be sent link to form after speaking with Registrar staff if student is eligible
 - Student must certify that they have read and met the eligibility items listed before them
 - Administrative Office – Registrar, Financial Aid, Bursar, Academic Innovation and Graduate School can request Term or Course Delete when an administrative error or issue occurs
- Review Approval Order
 - Registrar management will be the first to review the request to ensure it meets the basic eligibility requirements (correct form, time limits, appropriate documentation, etc.)
 - Financial Aid will now approve/deny request before the Bursar's Office. Most denials for a term/course delete were due to financial aid reasons.

Term Delete DocuSign Form

- Converted paper request into DocuSign forms
- 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

Future Recommendations

- Review wording of fee payment emails indicating "Enrollment Fees" for clarification.

Metrics: Time Saving = Reduced time from estimated 750 hours to 335, a total of 415 hours saved yearly

- Eliminated 2nd Assistant Registrar review
- Eliminated Bursar Office Associate role
- Eliminated Vice Provost Review
- Eliminated paper process with an electronic process