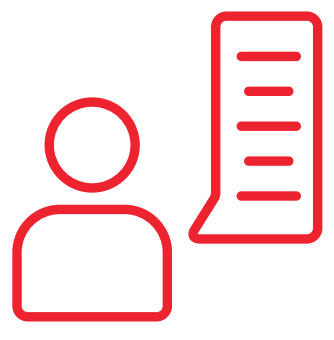


Title: Getting to grips with Automation

Presenters: Wolfgang Helnwein | Gretta McCarthy, Academic Affairs & Governance

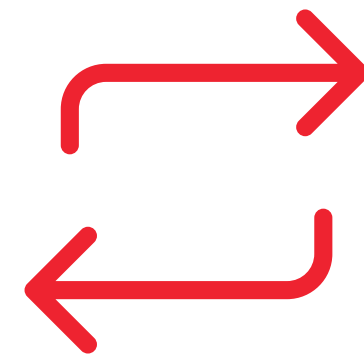


Case Study Synopsis

The staff in Academic Affairs and Governance have automated complex, multi-step processes using only **software solutions with existing UCC licenses**, with Power Automate as the key component. The External Examiner, and Fitness to Practice declaration processes require the receiving and sharing of data externally and internally across the university, including multiple approval stages.

The fundamental role of the External Examiner is to assure academic standards and advise on the quality of teaching, learning and assessment. More than 100 nominations for taught external examiners are submitted each year, with more than 300 external examiners working to validate our taught programmes annually. The external examiner process not only affects external examiners, but it also involves every academic unit in UCC. Counting nominations, external examiner reports, academic unit responses and nominations, some 700 individual documents must be processed by this office annually in relation to external examiners.

The Fitness to Practise (health) declaration process is encountered by almost 4,000 students who register annually on programmes that require students to undertake placement and training that involve dealing directly with patients, clients or service users. Students are required to self-declare if they have a criminal or health matter that may affect their fitness to practise/go on clinical/teaching placement. Approximately 1% of these students are required to submit more details using the Fitness to Practise (health) declaration process.



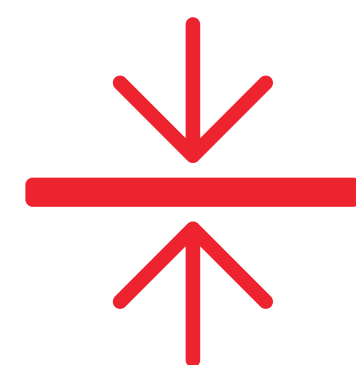
Intended Changes

- Improve process effectiveness through computational automation.
- Reduce errors in repetitive tasks, increase security of data and decrease time required to complete manual processes.



Key Impacts

- Automating processes facilitated a root and branch review.
- Manual data entry, printing, posting, filing largely eliminated.
- Moved from emails to online forms.
- Improved data integrity.
- Email responses automated yet personalised.
- Automated dynamic placement of files into relevant folders.
- More efficient sharing of files internally and externally.
- Automated notifications triggered for many tasks.
- Approvals app saved time spent chasing approvers.
- Increase academic unit response rate (40% 2016/2017 to 80+ %).
- Freed up time for other developments and projects.
- New approval and appointment process provides a clear trail of evidence.



Area of Alignment

People and Organisational Culture



Video Links | Graphics

