College of Business Course Mapping • PeopleSoft + OnBase

One enterprise update replaces 100+ course approvals

01 CHALLENGE

Legacy codes remained after the academic reorganization

100+ active courses still used outdated codes—causing incorrect OnBase routing, manual enrollment work, inaccurate reporting, and repeated intervention across offices.

02 ACTION

Map once. Update centrally.

The college mapped every active course to the correct code and developed one backend implementation strategy—replacing individual Form A submissions.

IN PROGRESS CBA organization name → COB

03 RESULTS

100+ curriculum approval forms eliminated

- ✓ Accurate workflow routing restored
- ✓ Enrollment management improved
- ✓ Reporting accuracy improved
- ✓ Manual intervention reduced

WHY IT MATTERS

Less time correcting systems and processing forms. More time supporting students.

A single enterprise update removes years of repetitive administrative processing while improving accuracy across PeopleSoft and OnBase.

CUTTING THE RED TAPE | PROCESS IMPROVEMENT STORYBOARD

Course Prerequisite Visibility Report • Completed April 2026

One report replaces repetitive prerequisite research

01 CHALLENGE

One advisor supports a growing student population

Advisors manually reviewed records across multiple systems to verify prerequisites. COB now has 1 advisor supporting 1,265 expressed-interest students and 2,403 students in the major.

02 ACTION

Correct once. Access centrally.

PMO partnered with functional stakeholders to correct and enhance one centralized report that provides prerequisite-completion information.

COMPLETED APRIL 2026

03 RESULTS

1 centralized source for prerequisite visibility

- ✓ Repetitive record reviews eliminated
- ✓ Advising processing time reduced
- ✓ Decisions made more consistently
- ✓ Advisor capacity increased

WHY IT MATTERS

Faster enrollment decisions. More time for meaningful advising.

Advisors can see prerequisite completion in one report instead of researching each student across multiple systems.

CUTTING THE RED TAPE | PROCESS IMPROVEMENT STORYBOARD

Petition History Dashboard • Completed April 2026

Self-service access to petition history eliminates manual petition research

01 CHALLENGE

Past decisions disappeared after processing

After approving or denying a petition, faculty could not view their processing history. They relied on administrative staff to research previous decisions.

02 ACTION

Self service access to petition history

A role-based dashboard now gives faculty, chairs, and advisors immediate access to petitions they previously processed.

ROLE-BASED • SELF-SERVICE

03 RESULTS

1 shared dashboard for processed petition history

- ✓ Manual research eliminated
- ✓ Duplicate petitions reduced
- ✓ Decision transparency improved
- ✓ Response time improved

WHY IT MATTERS

Less administrative research. Faster, more transparent service.

Faculty can immediately see their prior decisions, freeing administrative capacity while improving customer service.

CUTTING THE RED TAPE | PROCESS IMPROVEMENT STORYBOARD

Capacity Management Administrative Comments • OnBase

One workflow comment replaces repeated follow-up emails

01 CHALLENGE

Over-cap approvals triggered email chains

Enrollment staff relied on multiple email exchanges with faculty to clarify preferences for requests exceeding section seat limits.

02 ACTION

Capture the decision inside the workflow.

A dedicated OnBase administrative comment field now records faculty preferences for requests over section seat-cap limits.

ONE COMMENT • ONE WORKFLOW

03 RESULTS

1 **place to communicate over-cap enrollment preferences**

- ✓ **Repetitive emails eliminated**
- ✓ **Enrollment processing accelerated**
- ✓ **Communication improved**
- ✓ **Administrative workload reduced**

WHY IT MATTERS

Faster enrollment decisions with less administrative effort.

Faculty communicate enrollment preferences once within OnBase instead of responding to multiple follow-up emails.