

## Process Mining at The University of Melbourne

**The University of Melbourne is committed to creating international outcomes and to fostering brilliant, innovative and inspiring research.**

**The University's strategic plan, Growing Esteem 2015–2020, aims to simplify the non-academic aspects of student life and provide an enriching experience both on campus and virtually.**

### Improving the Student Admission Process with Apromore

The student life starts in admissions, a process that each one of the 50,000+ students currently enrolled at the University have gone through. Delays in application can leave students frustrated, unsure about what is happening with their application. Late offers can mean students may accept an offer at a different university, or are left scrambling to start a course at the last minute.

The Admissions Workflow Improvement project sought to bring about an improved student admissions experience, a reduction in turnaround time, improved conversion rate and better allocation of staff resources.

The first step, however, was to gain an understanding of how the process was functioning.

#### The Potential of Process Mining

This is where Apromore, an open-source process mining software originating from a spinout of the University came in. A team was established with members from the Admissions Team (Andrew Barrow), Business Intelligence

(Andrew License), Apromore (Abel Armas-Cervantes and Marcello La Rosa) and Service Improvement (Murtuza Kapadia), combining expertise in process mining, data and processes, as they started diving into the data created as applications moved through the University systems.

The team wanted to understand how the process was working in practice. In order to discover what was occurring rather than operating on assumptions, the team identified relevant data to be extracted from the student management system that supports admissions (StudentOne).

Extraction and conversion of data went through a consultative, iterative process until all parties were confident that the data extraction process was accurate and repeatable, and that inputting that data into Apromore would produce an accurate process map that matched how the process was conducted.

### Initial Findings

"The insights that we were able to attain from Apromore enabled us to make improvements that led to better practices and higher levels of efficiency. It was great to get an accurate picture of what was actually happening rather than what we perceived was happening. As the information revealed to us the exact process, we were able to make more informed decisions that assisted with both process improvements and allocation of resources."

#### Andrew Barrow

Admissions Manager, Applications Management at The University of Melbourne



## Results and Benefits

The project provided an accurate window into what happened as students progressed through the admissions system, mapping out all the steps taken as well as all the variants of the process.

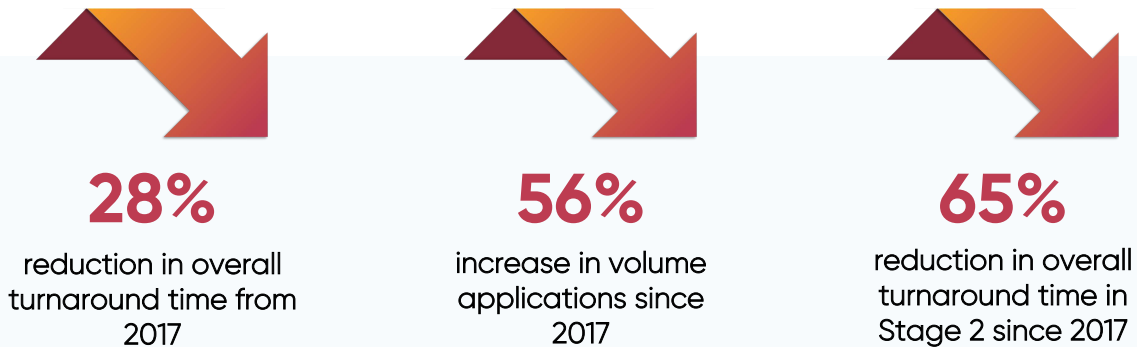
Not only did the project map out the process but it also allowed identification of:

- ★ **Bottlenecks**
- ★ **Inconsistencies in the process**
- ★ **Potential areas for resourcing adjustments**
- ★ **Opportunities for improvements in both process and timeframes**

With data in hand, the Service Improvement team were able to have better discussions with those involved in the assessment process.

### **Making Performance Visible**

Apromore provided clarity through quantifiable visualisations of processes and improvements, translating them into a form easily understandable at all levels. Knowing what was happening in the application process meant that evidence-based, targeted refinement of the process could continue.



## Sneak-peek into the future

The clear improvements made to the application process created an appetite for more. Other Faculties have expressed a desire to replicate the same study on their admission processes with the support of the Service Improvement team. Lessons learned can be translated to these Faculties using the same data extraction process through Apromore, allowing such analyses to be easily repeated at scale.

Meanwhile, the team plans to experiment with Apromore's real-time predictive monitoring capabilities. This will involve moving from historical data to active monitoring of admission applications as they unfold. With predictive monitoring, the team can intervene immediately to preemptively address any admission problem before it occurs.

### **About Apromore**

We are a leading provider of process mining solutions and AI-driven business process improvement. Our vision is to democratize process mining by enabling organizations to achieve digital transparency and operational excellence.

**Do you want to learn more about the benefits of process mining and see where this can be applied to your business? Reach out and start your process mining journey today!**

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