

# St. John's University Brings Efficiency To Admissions



## Overview

Founded in 1870 by the Vincentian Community, St. John's University is one of America's leading Catholic universities, recognized for its superb academic programs and diverse student life.

St. John's offers world-class academics, high-tech facilities, and friendly, residential campuses in dynamic New York City.

## Problem

After an explosive increase in applications, St. John's Office of Admissions staff was swamped with processing applications and challenged to continuing providing timely service to applicants. Initially, St. John's called on DataBank to consult on front-end paper handling processing that would work for the university's in-house mailroom operations and document processing teams. The university also had a goal to work with the DataBank team to train St. John's employees on document preparation, data entry, and document scanning procedures.

## Solution

Through the initial discovery with DataBank, the expertise, knowledge, and investment in labor and resources required to perform these critical functions in-house soon became apparent, and St. John's ultimately decided to revise their approach. As a result, DataBank is now the mailroom and document processing center for St. John's University. DataBank established both a dedicated Post Office Box for daily incoming documents and processes to handle documents that would arrive via FedEx or over a dedicated fax line. In addition to providing all mailroom operations, documents are prepped, scanned, indexed, and advance through a quality control process at one of DataBank's production centers located just outside of Boston.

## Results

The solutions implemented by DataBank have eliminated lost and misfiled documents completely. Since the university doesn't need to dedicate resources to these functions, staff members can focus on higher-level tasks, like improving their student selection process. The quality and speed of services provided by DataBank and business process improvements implemented by Woods and her staff have made it possible for the University to send out acceptance letters before Christmas for the first time in St. John's history. .