

UPenn Goes Digital Fast

Challenge

Like many institutions disrupted by the onset of COVID-19, the University of Pennsylvania announced early in March of 2020 that it would shift to virtual instruction for all classes by the end of the month. With 22K students paying for an Ivy League education, expectations were high and time for the University's IT department to enable transformation to a model of virtual learning was extremely low.

Action

For UPenn, failure to rise to the occasion was not an option. Their primary goals were to shift students to distance learning, establish a grading system that worked in lieu of traditional letter grades and transition out of campus housing. The magnitude of the necessary changes, and the rapid timeframe in which they needed to be executed, was unprecedented.

The University turned to BP Logix who enables higher education institutions to quickly implement student facing processes across their lifecycle from Enrollment and Registration to Academic Affairs and Campus Life. Using Process Director, the IT staff created a digital form and workflow process to move off paper forms and audit trails. This required the effective mobilization of many departments, people, and applications, all of which needed to be done with considerations for budget and resource constraints. With BP Logix' help, UPenn moved fast to solve problems and minimize disruption for students.

Result

With the use of Process Director's built-in templates, drag and drop process builder and easy integration approach, UPenn was able to achieve, in a matter of days, what some organizations take months to accomplish. As an example, the application to support students and their academic standing at the school was built in just one week. Despite their challenges, UPenn was able to **reduce implementation time by an average of 70% and improve process responsiveness by 50%**. With the help of BP Logix, UPenn addressed major student services needs with an emphasis on speed and agility, all while maintaining costs and an Ivy League student experience.

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In response to the unprecedented impact of the COVID-19 pandemic, with BP Logix we were able to roll out a new workflow for our students on short notice, with the capacity to accommodate the traffic expected. This speed at which this happened is an example of BP Logix's commitment to collaboration and to UPenn's success with Process Director."

– Isobel Thompson, IT Technical Director
at University of Pennsylvania