MITRATECH

"It was built and deployed in just two weeks."

How one university leveraged workflow automation to instantly roll out their vaccine verification process for all students and faculty

The Company

In the fall of 2021, California was the first state to roll out state-wide vaccination requirements for all students and staff. With an approaching fall semester, the college was faced with an immediate problem - how to deploy a system for vaccine verification that required little user-training for its tens of thousands of staff and students, collect sensitive material securely, track and enforce vaccine restrictions and exceptions, and do it all very quickly.

The Solution

The College was already using Mitratech's automation solution (TAP) for registrar services, academic transfer processes, tuition remission, and other on-campus requests. So when they began to look for a solution to this problem they turned to Mitratech.

❝ *The reason we chose TAP to build our process is because it's user–friendly and there is no training needed for the user to become familiar with the application. It took us a very short time to design and deploy our product into production – our initial version was built and deployed in just two weeks.*❞

SAYS THE WORKFLOW DEVELOPER AND A BUSINESS PROCESS ANALYST AT THE UNIVERSITY.

It was critical not only to get the system running but to also have insights into the status of vaccinations, approvals, and escalations.

"Another significant requirement for us is to have a dashboard that enables the full view of user records so that the approvers of the request can work on all the submissions at one time."

With TAP, the university quickly launched its verification system and began using the real-time dashboard to begin collecting verification data required by the state, and to get a birds-eye view of campus health. After deploying an initial intake form they began to use TAP's no-code designer to iterate and add new features as needed.

"Our initial goal with the 'Vax U' workflow was to collect the vaccination records of all the students and employees, but after seeing how well it worked, we decided to extend the process and also collect the exemption requests from all the students and employees."

The college then integrated the tool into their existing systems to make form completion easier, send results throughout their health check system, and track student records.

"We have a data warehouse integration where the data is automatically pre-populated onto the forms. This makes it easier for the users and for the people approving the data to spend less time on the form they are reviewing."

With As for the user experience, the team used conditional logic and smart forms to display the information only necessary to that specific user. Based on a user's vaccine type, dates, and health status, TAP automatically triggers next actions and custom messaging to take the clerical work and human follow-up out of a process they now run hundreds of times a day.

The Results

Instant value. Through their use of TAP, the university kept everyone up to date on their vaccine and health status, ensuring transparency and helping to keep the campus safe.

"There is an automatic step that we have implemented at the end of the process: Once the record is approved by our COVID support team and once the user becomes fully vaccinated, we send out an email to notify them of their vaccination status."

Mitratech's Workflow Automation solution provides students and staff with an agile, integrated system of vaccine verification that protects the user's data and keeps the school compliant with local and federal regulations, even as they change weekly.

About Mitratech

Mitratech is a proven global technology partner for corporate legal, risk & compliance, and HR professionals seeking to maximize productivity, control expense, and mitigate risk by deepening operational alignment, increasing visibility, and spurring collaboration across their organization.

With Mitratech's proven portfolio of end-to-end solutions, organizations worldwide are able to implement best practices and standardize processes across all lines of business to manage risk and ensure business continuity.

Mitratech serves over 1,800 organizations worldwide spanning more than 160 countries.

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