Improving International Student Experience at UCF

Challenge

International students help US Colleges and Universities keep their classes full, tuition revenue up, and culture diverse. In UCF Global's case, International Students are their lifeblood. Elevating the student experience was critical to their institutional goals.

Action

UCF needed a student portal to provide students with a single interface across multiple devices that would integrate with a wide range of enterprise applications. Managing international students adds a range of complexities including immigration compliance, employment authorizations, visas, international taxation time and language barriers. This in turn means the processes and systems that international students need to navigate through their lifecycle are a lot more complex. If not handled well, the quality of student experience can be adversely impacted. As international student enrollment continues to drop, UCF needed to work harder to attract and retain this key segment of their student population. They turned to BP Logix for a low-code platform that could simplify the complexity of the student experience.
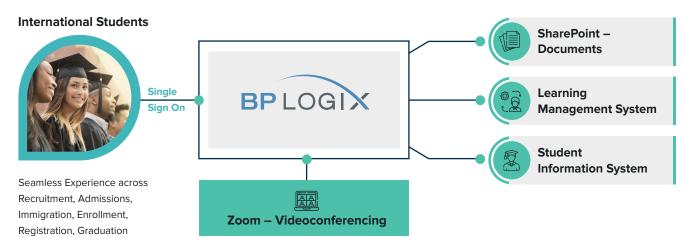
> We care about making sure our international students have the best student experience, so we asked ourselves, how do we use technology to make this better? Through forms and workflows, we connect with our students and make sure the data gets into our **SIS** or continues to our internal processes. Working with **BP Logix** has absolutely improved our student experience."
>
> – Paulo Graxton, Assistant Director of Operations at University of Central Florida

International Students

Single Sign On

BP LOGIX

SharePoint – Documents

Learning Management System

Student Information System

Zoom – Videoconferencing

Seamless Experience across Recruitment, Admissions, Immigration, Enrollment, Registration, Graduation

Result

UCF used BP Logix to provide a seamless experience to its international students. A new student services portal was built within 45 days and resulted in significantly improved student experience. Before the portal was implemented, the students used to spend 2 hours in person completing their immigration verification. After the portal was implemented, students could complete the process on their phone in 15 minutes.