

Streamlining Requests for Student Background Checks

When recent graduates head into job interviews, many potential employers need background information from the graduates's university before offering a position. Azusa Pacific University used Formstack to streamline, simplify, and speed up their student background check request process, which helps students get into jobs quicker.



Azusa Pacific University is a comprehensive Christian university located 26 miles northeast of Los Angeles, California. It offers more than 150 degree options from bachelor's to doctorate.

Industry	Customer Since
Higher Education	2017
Use Case	Products
Student Background Checks	Forms, Documents

Features
Workflows, Document Generation, File Uploads

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Challenge

When employers needed a background check on a student, they would receive a complicated PDF form through email or fax from APU. Once the PDF form was completed and submitted, the Undergraduate Enrollment Services Center (UESC) team would send emails to multiple departments to request necessary information. After the data was collected, it would be manually compiled into a final PDF document. This clunky process took at least two weeks to complete and often resulted in lost email threads and bottlenecks.

2 weeks
to complete a student background check with paper processes

Solution

Employers now fill out a simple online form to request the student information they need. Once submitted, any department that needs to provide information is alerted automatically through Forms Workflows. When all departments have submitted the necessary information and files, the UESC is notified for final approval. All data and files uploaded from the form are then sent to Formstack Documents, which automatically creates a final PDF package with all supporting documents and an official letter on AZU's letterhead.

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We knew Formstack would be a good solution because it's so easy to use. It's something our staff could build or change with limited knowledge of technology and minimal interaction with IT.



Kow Samman

Productivity Solutions Manager at Azusa Pacific University

The Results



Eliminated long email threads



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