Robotic Process Automation role in Education Field

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Abstract:This electronic document explains about role of robotic process automation in educational field.

INTRODUCTION

Robotic process automation technology is software that can be trained to mimic digital data tasks performed by humans. RPA software automates repetitive, rules-based work tasks that rely on digital data. These tasks include queries, calculations, creating and updating records, filling out forms, producing reports, cutting and pasting and performing other high-volume transactional tasks that require moving data within and

between applications. The term RPA entered the tech lexicon in 2012.

In today's modern education system, technology is playing a vital role in automating tasks, which are rule-based, repetitive, time-consuming and frustrating. Eliminate paperwork and manual processes using automated education systems the software can be used for admission, attendance, scheduling meetings, mailing, assignment, grades, Admin, Finance, etc. A user can connect, collaborate and communicate through multiple channels through the cloud-based application, web application or mobile apps.

The students and teachers need quick answers or resolutions to their many questions. Universities have to manage and operate with limited resources with qualified IT staff members and a shortage of highly skilled support staff.

Automation is the solution for everyday tasks and improves the efficiency and productivity of the educational institution which saves time and highly skilled staff can work on other critical tasks.

WHY ROBOTIC PROCESS AUTOMATION FOR EDUCATION INDUSTRY

- **Course Registration, Shortlisting and Enrolment Process**
  With automation, check student's eligibility criteria, validate information, shortlist candidates to avoid long process manually.
- **Attendance management**
  Manage the attendance, send automated notifications and reports to parent and students.
  IT Operations
  IT operations can get rid of a lot of time-consuming tickets like password reset, unlock accounts, reboot systems, restart service, install updates, monitor alerts with automation.
- **Schedule meeting scheduling, timetable updates, equipment reservations, updates scheduling**
  Institution staff and students have to attend a lot of events and meeting. Notifying students and faculty about meeting, events and sending updates can be easily automated to save time.
- **Human resources, Admin, Finance**
  Automate processes like payroll processing, vendor management, accounts payable-receivable, employee onboarding-offboarding, inventory management, vendor management and many more.
- **Chatbot**
  Chabot can help automate the general queries from students, staff and website visitors like admission schedule, admission process, contact person, course information. With NLP and AI, chatbot can understand the natural language, learn from past data and reply to queries like a human.

BENEFITS OF RPA IN THE EDUCATION INDUSTRY

1. Process Student Enrollment.

This is a time-intensive task that every educational establishment has to carry out. It involves a lot of paper-related tasks that are painful and error-prone. There is a need to read the student's application form, validate the documents supplied, and verify students' eligibility for the course he or she has applied to. Without a doubt, this is tiresome if done manually. The focus right now is to digitize and streamline these monotonous and boring approaches. Therefore, RPA is a significant approach to achieve this goal.

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2. *Reduce expenses*: The RPA tool can assume repetitive roles, perform high-volume jobs, and implement the job at a lower rate and a faster pace.

3. *Improve productivity:* Employees assigned with monotonous activities can now secure more leisure and relaxation time as RPA will implement most of those annoying and mundane tasks. Consequently, the teachers can channel their energy on more rewarding and productive activities. It will also assist the educational establishment to efficiently manage massive volumes of tasks and complete it within the timeframe. This shows that RPA is capable of boosting productivity, which will lead to the maximization of returns.

4. *Enhance Work Execution:* This is one of the most exciting features of RPA. It can perform at a specific and prefixed job 24/7 without committing any mistakes or taking any break like humans. The output will also be free of error and require no revision. RPA can help the organization achieve performance excellence as a result of overall improvement in job execution. This will eventually help them to maximize profit.

5.*Improved customer experience*
RPA is generally seen as a way for companies to free employees from the burden of repetitive, high-volume tasks such as admission, mailing, scheduled reports generation, etc. RPA can significantly drive improvements for customers through the automation of back-office tasks seemingly does not have an impact on the front office. With automation capabilities, RPA allows organizations to deliver higher quality services to their customers on time. The customer experience is improved due to significant improvement in SLA

6.*Better management capabilities*
A centralized management servers provides organizations with the ability to remotely monitor, schedule, control and execute the deployment of RPA software robots. RPA allows organizations to achieve enhanced governance in order to better manage business operations as specific requirements can be embedded in automation rules. It also allows auditing and analytics to happen in the same place as through RPA we can get the critical reports in regular intervals for audit and analysis purpose.

7.No Coding required for implementation
Many RPA tools provide drag and drop technology to automate a process. The tool allows creating automation workflow without or minimal coding. This makes it easy to implement the automation workflows.

8.Cost Savings
RPA not only reduces cost but provides more value addition to the overall organizational benefits and improves efficiency. Research shows that implementing RPA drives about 25% to 60% cost savings, improving the output metrics of applied functions.

9.*Increased compliance*
RPA removes data inconsistency between disparate sources and logs all actions completed by the software robots while performing automation. This allows employees to proactively recognize and manage compliance issues and can perform regular internal reviews. These features of RPA support companies from various industries, whether that be the healthcare company required to meet safety and privacy rules or insurance provider has to meet certain regulations or an educational institutes needs to maintain data security.

In conclusion, educational institutes are moving towards automation which is beneficial to all staff, administrators and students for their various educational activities. RPA can drastically reduce the human dependency for mundane tasks and increase productivity with reduced time.

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