Develop a more organizationally simplified and user-friendly web interface.

CURRENT CHALLENGE:

The not-so-user-friendly Fresno State website organizational structure and interface. Students are frequently calling with questions that are sometimes answered on the CSU Fresno website, but cannot be found. Specifically graduate program information, deadlines, and application questions.

PROPOSED SOLUTION:

The solution to this problem would be a organizationally simplified, more user-friendly web interface. Take the application process, for example. Think TurboTax. Each step comes one at a time, you can save your progress, and you don't miss anything because the program won't skip ahead (i.e. going to step 2 only when step 1 is completed). Also, requested information is explained in simplified terms each step of the way. Simple, clear and anyone can do it.

BENEFITS TO FRESNO STATE:

It would allow for an increase in the number of applicants applying to the program, thereby allowing the best of the best to be chosen.
It also reduces the number of phone calls student assistants receive regarding the application process and deadlines.
Time is, after all, money. If fewer student assistants are needed to cover the number of calls, one less paycheck needs to be written.
The administrative side of receiving applications would take a more streamlined course, perhaps even paperless.
Reducing paperwork and clutter reduces waste and loss of pages.
Application stats could be taken in real-time.
Automated email responses could be linked or a log-in established to certain stages of applicants' approval process.
Prospective students wouldn't call so frequently to check on the status of their application because they'd be kept up-to-date on what stage of the process it's in.
Fewer rejections because applications would not be allowed through if incomplete or past a deadline. (i.e. the online portal would close when the number of accepted students has reached capacity)..

ADDITIONAL INFORMATION: