

# UNIVERSIDAD CATÓLICA DEL TÁCHIRA

Digitalization of the Enrollment Process at Universidad Católica del Táchira.



**Universidad Católica del Táchira (UCAT)**, founded in 1962, is the first institution of higher education in the State of Táchira, Venezuela. As an extension of the Andrés Bello Catholic University, UCAT has been a reference in university education in the region, promoting the evangelization of culture through a solid academic trajectory of more than 50 years.

## CUSTOMER CHALLENGE

Faced with the pandemic, UCAT set out to make the enrollment process for its students completely digital. This was not only to improve the student experience, but also to optimize the administrative management of the university. The challenge was to integrate this new modality to the existing platforms, allowing for a gradual and efficient transformation that would respond quickly to emerging needs.

Automation of the registration process.



## SOLUTION

To address this challenge, an AWS ecosystem was implemented, integrated with the university's platforms. This solution enabled the complete digitization of the enrollment process, facilitating automated document verification. In addition, this new digital flow was integrated into UCAT's Study Control system, establishing a digital fingerprint that allows the identification and correction of failures in the process.

## BENEFITS

- 1. Digitalization of Documents:** Enrollment documents were digitized, speeding up verification processes and reducing the use of paper.
- 2. Validation Automation:** Verification of required documents was performed automatically, minimizing time and manual effort.
- 3. Integration with Control de Estudios:** Efficient integration with the Control de Estudios platform was achieved, ensuring a smooth transition to the new digital system.
- 4. Digital Fingerprinting:** A digital fingerprint of the enrollment process was implemented, which allowed measuring and correcting failures proactively.
- 5. Reduced response times:** Significantly reduced response times and the number of personnel required to manage enrollments. This not only improved the student experience, but also strengthened the institution's administrative capacity.



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