

SUCCESS STORY

Chinese Service Center for Scholarly Exchange

Chinese Service Center for Scholarly Exchange accelerates granting of student visas

Chinese Service Center for Scholarly Exchange

- Government agency promoting educational opportunities for Chinese students and students from other countries
- Location: Beijing, China

www.cscse.edu.cn/laihua/

Industry

Government

Solution

Visa Application

Products Used

- Adobe® Workflow Server
- Adobe Form Client

Organization Profile

The Chinese Service Center for Scholarly Exchange (CSCSE) is an organization affiliated with the Ministry of Education, People's Republic of China. Its mandate is to provide services to assist scholarly exchanges between China and other parts of the world, including helping Chinese students and scholars studying abroad, international students studying in China, and other educational exchange programs. More than 10,000 students participate in CSCSE programs each year.

Challenge Faced

Automate student application process for passports and visas

CSCSE facilitates the passport and visa application process for government-sponsored students. Previously, applicants from across the country traveled to Beijing to fill out their visa application forms at the CSCSE office. They often needed to stay for up to five days to complete the process—a costly and time-consuming undertaking. CSCSE employees manually keyed in information on the applications, increasing the chances of introducing errors and inaccuracies. The approval process took several weeks, sometimes requiring return trips by applicants when supplementary documents, additional information, or corrections were required.

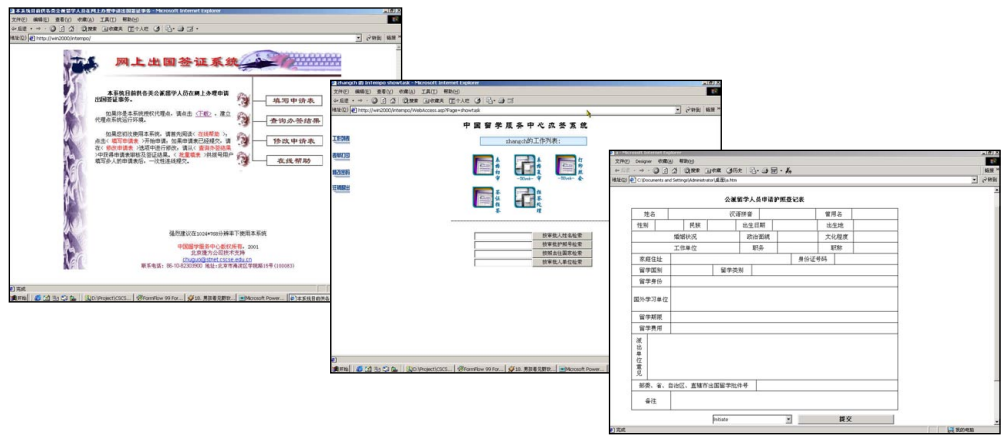
Success Strategy

CSCSE needed an automated, Web-based process that would streamline the data entry, processing, and verification procedures, as well as generate a high-quality visa application form, for each embassy. The Online Visa Application System (OVAS) was developed by Dawning Information Corporation, a major systems integrator in China, in partnership with the Adobe office in Beijing.

Using OVAS and a standard Web browser, the student applicant completes an electronic visa application form, created using Adobe solutions for document process management, and submits the data online to CSCSE. This eliminates manual and paper processes and enables CSCSE to extend intelligent data capture capabilities to a wide audience. Once CSCSE authenticates the application, it will either post the approved form for students to access on its password-protected Web site or send it directly to the student through e-mail. The student can then print a high-fidelity, compliant version of the application, sign it, and send it back to CSCSE for authentication along with a valid passport. In the future, CSCSE plans to authenticate and approve the applications using an Adobe workflow solution designed to manage the flow of information among people, processes, and applications.



Using the CSCSE's new Online Visa Application System, students can apply for their visas using the Web at universities or local CSCSE offices, rather than traveling across the country to Beijing. Applicants complete an electronic visa application form created using Adobe solutions for document process management and submit their data online to CSCSE.



“With this solution for document process management, government-sponsored students from all over China can apply for visas without having to travel to Beijing. Applications are submitted online using the Web, and are reviewed and processed much faster and with greater accuracy.”

Wenxue Wang,
IT manager,
Chinese Service Center for
Scholarly Exchange

Following acceptance, the embassies issue the visas. An online help system guides students through the process and provides sample forms from the U.S., Canada, the U.K., and Australia. Throughout the application process, students can monitor the status of their application and CSCSE can notify an applicant immediately if information is incomplete or inaccurate.

Business Benefits

- Increased operating efficiencies
- Decreased time to process and approve applications
- Improved accuracy of data on applications

The Chinese government expects to save the equivalent of US\$2 million annually by deploying the Adobe solution at CSCSE. The student visa application system increases the efficiency of the application and approval process, leading to faster turnarounds and easily accessible, more accurate data. Students can now apply for their visas using the Web at universities or local CSCSE offices, rather than traveling across the country to Beijing. The CSCSE is currently considering the potential for additional business automation applications, including the reverse of the current model—processing applications for Europeans coming to China—as well as online enrollment and funding applications.

“With this solution for document process management, government-sponsored students from all over China can apply for visas without having to travel to Beijing,” says Wenxue Wang, IT manager, CSCSE. “Applications are submitted online using the Web, and are reviewed and processed much faster and with greater accuracy.”

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