



Reinventing Performance in Michigan



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Private Postsecondary Proprietary Schools Renew 67% Faster and Receive Renewed License 75% Faster

The Corporations, Securities & Commercial Licensing Bureau, Licensing Division, Private Postsecondary Proprietary Schools, implemented a streamlined approach to their application and renewal process for 450 licensees resulting in an amazing increase in efficiencies.

Faster Response: License renewal 67% faster; licensees obtain renewed licenses 75% faster.

Customers who Benefit: 450 licensees.

Licensing Division staff embraced the Reinventing Performance in Michigan (RPM) project by reviewing and significantly revising the Private Postsecondary Proprietary Schools forms to align with statute and rules, and to achieve better customer service. Staff efforts were then redoubled to fully integrate license processes with the Bureau's existing licensing system. These streamlined efforts resulted in the processing of renewal applications an amazing 26 days quicker than in the past! In the old system a renewal took an average of 34 days to complete once the payment was received by the Bureau.

The change in the process and the software reduced the renewal time by 23 days or 67%. In addition to the 34 days to renew, it previously took four additional days to mail out the new license. The new process allows the renewed license to be automatically generated and mailed the next day, reducing the process time by three days and getting the renewed license to the private postsecondary proprietary school 75 percent faster.

The process improvements have enabled the Licensing Division to renew and issue a renewed license to a private postsecondary proprietary school a total of 26 days faster, improving total processing time by more than 68 percent.



67%
Faster License Renewal