



UCSC Saves 80+ Staff Hours Quarterly

The Division of Physical & Biological Sciences (PBSci) at UC Santa Cruz was spending hundreds of hours each year managing graduate student appointments through mail merges, spreadsheets, and manual emails. InfoReady changed that.

The Challenge

Each quarter, UCSC generates 250+ TA and 265+ GSR appointment letters. These are governed by strict union contracts and complex funding requirements. Before InfoReady, they did mail merges for every single appointment letter... and then had to manually track acceptance responses in spreadsheets.

The Solution

PBSci implemented custom workflows in InfoReady that included

- Auto-calculating salary based on experience
- Department-specific conditional fields
- Automated letters with required union language
- Uploads for exception approvals
- Live tracking of student acceptances

“We were able to build in approval upload fields... so that we know the approvals were gotten before the appointment was actually offered.” – Jianna DeHoyos

The Results

- 80+ staff hours saved per quarter on TA appointments
- Even greater savings for GSR workflows
- Faster turnaround times and fewer errors
- Consistent and auditable processes across 9 departments

“We’ve saved about 80 staff hours per quarter just on TA appointments—and even more when you include the GSR appointments....Our goal was a standardized process—consistent, efficient, and resilient to staff turnover. And that’s exactly what we got.” – Patti Schell



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