



Automated adjunct contracting at Fresno Pacific University:

WorkFlow for Salesforce

Company name

Fresno Pacific University

Company location

Fresno, California

Products in use

airSlate WorkFlow

Customer Profile



Jeffrey Jones

Director of Information Systems Fresno Pacific University, CA

The university's several campuses located across the Central Valley are currently offering 100+ areas of study for its 4,000+ enrolled students.

Fresno Pacific also teaches online programs and personal development studies, reaching another 10,000 students across the U.S.

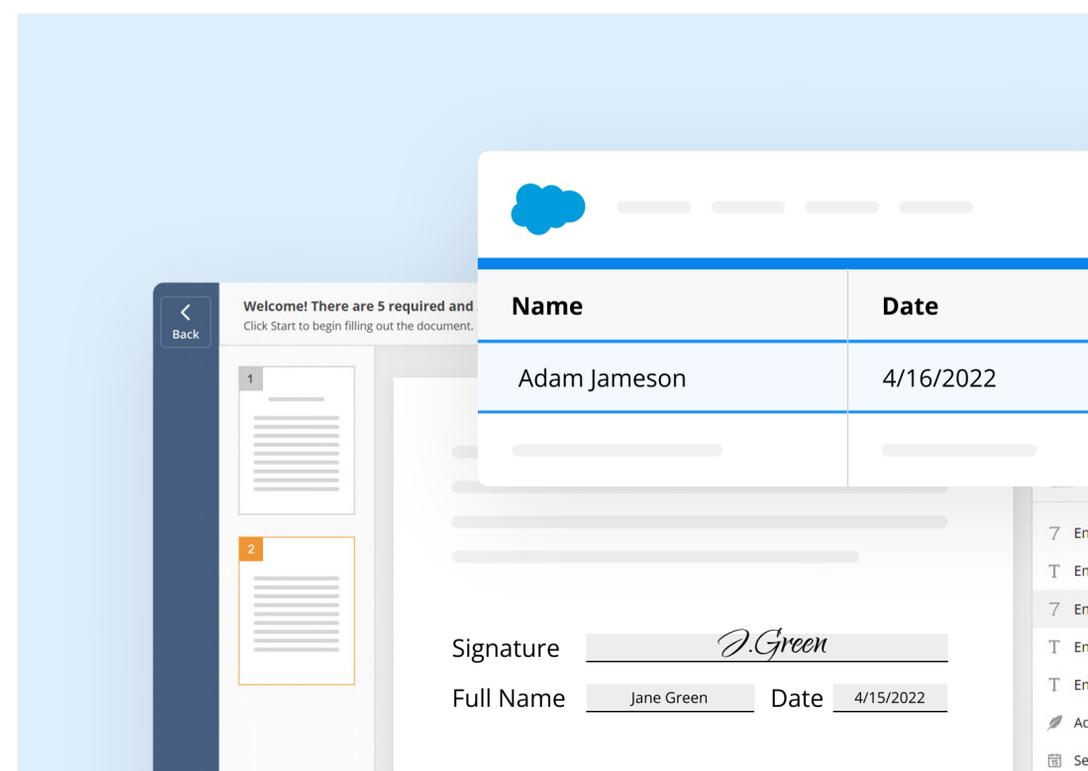
Solution & implementation

Dean assistants at Fresno Pacific University (who are in charge of generating and processing adjunct contracts) tested several demos of alternative products available on the business process automation market.

Problems before workflow automation

Fresno Pacific employs a vast adjunct faculty throughout the state of California. Each adjunct employment contract was prepared manually, then signed by multiple parties (professors, deans, then HR departments), and delivered by physical mail on both ends. Thus, the entire workflow was subject to:

- ! Manual errors in preparation
- ! Delays in correspondence
- ! Missed signatures
- ! High costs of paper-based correspondence



The critical prerequisite in this search was the availability of a Salesforce integration since FPU had been using the Salesforce system for a while and did not intend to switch. The decision was made in favor of airSlate WorkFlow for three major reasons:

01. **Comprehensive integration with Salesforce**

Since all employee records were stored in Salesforce, the newly introduced automated contract workflow (in general) and eSigning (in particular) were expected to become an integral part of the existing CRM system.

The implementation process turned out to be smooth and hassle-free:

“The IT department was completely satisfied. During the rollout, we encountered only one minor problem, and it was instantly fixed by WorkFlow Support,”

[confirms Jones.](#)

Dean assistants at FPU do not usually have a technical background. And they had no issues mastering WorkFlow’s no-code tools.

Right now, the entire process of adjunct contract signing is completely intuitive, even for a first-timer:

The contract is generated based on Salesforce records → Dean signs it → the adjunct signs it → the contract is delivered to HR → the adjuncts get paid.

02. **eSigning functionality at the core of workflow automation**

“I was super-excited about all the possibilities we were getting by integrating Salesforce with WorkFlow. Still, the eSignature piece was the most important part for us.”

[— Jeffrey Jones.](#)

Integrating eSigning into the contract process had the instant effect of minimizing document turnaround and reducing expenses (paper, printing, envelopes, and stamps) at the same time.

The entire process is not only intuitive and paperless, but it also only takes hours instead of days!

03. **Transparent and flexible pricing**

“With WorkFlow's competitors, if you make a mistake, you're still charged. And for our Dean assistants, this was such a big deal! Not that they are making so many mistakes. But, for whatever reason, that factor really resonated with them,”

— explains Jones.

With thousands of recurring contracts, charging per transaction could become a potential source of problems. Thus, WorkFlow's pricing model was an impactful selling point for FPU.

Future prospects

In 2022, Fresno Pacific University began a gradual transition from Salesforce Classic to Salesforce Lightning. Thus, more and more of FPU's administrative workflows will become automated, fully or partially.

airSlate's solution engineers have been welcoming this change since every one of WorkFlow's tools can easily accommodate the vast document automation opportunities Salesforce is currently offering.



“I feel like we're using a fraction of what WorkFlow can actually do. It's a gigantic toolset, and we're using just one of all the many things, and it is rock-solid!”

— Jeffrey Jones, Director of Information Systems
Fresno Pacific University, CA