



CASE STUDY HIGHER EDUCATION

College of Southern Maryland

Bursar's Office
IT Services
Procurement
Kids' College
Continuing Education
Financial Aid
Registrar's Office

✱ “ImageNow increases productivity and frees up time for employees to interact with students by reducing the amount of time spent on processing paperwork. It's also made sharing information between campuses seamless.”

Andrew Wojtkowski
Systems Administrator
College of Southern Maryland

The College of Southern Maryland (CSM) is a public, regional community college that offers more than 120 programs of study to more than 21,000 students. The college is committed to offering a wide variety of learning options, student services and high-quality workforce development training and support at its four campuses.

Manually processing paperwork limited staff productivity at CSM and prevented employees at the college's four campuses from quickly accessing student information. CSM selected ImageNow enterprise document management, imaging and workflow to overcome these difficulties in the financial aid and registrar's offices.

“Ease of use and the ability to integrate with Datatel Colleague and any other application made ImageNow stand out,” says Andy Wojtkowski, systems administrator/project coordinator.

Instant Document Retrieval

Using patented LearnMode™ technology, ImageNow seamlessly integrated with CSM's Datatel Colleague suite. Integration establishes a link between document images in ImageNow and records in Datatel Colleague, allowing users to instantly retrieve the documents they need from their student information system screens.

“Paper clutter prevented us from accessing student information quickly enough to meet our business needs,” Wojtkowski says. “With ImageNow we instantly retrieve any document from any location.”

Campuswide Expansion

Using skills he acquired during ImageNow implementation and training, Wojtkowski extended ImageNow across CSM's four campuses. The IT services, procurement, and kids' college departments and bursar's office use ImageNow and CSM is planning further expansion.

“Once we learned how ImageNow was implemented, it was easy for us to expand it to other departments,” Wojtkowski says. “It deploys rapidly, so we got up and running in many areas without delay.”

Automated Workflow Elevates Productivity

Replacing slow paper processes with automated ImageNow workflow helped CSM speed the movement of documents between individuals, departments and locations. ImageNow routes scanned and imported documents to work queues, rather than paperwork being manually sorted and taken to employees' desks.

“It was hard to see what was happening to hard copies, but with ImageNow workflow we can see where every document is and where it's been,” Wojtkowski says. “It has also helped us eliminate bottlenecks and discover how to improve our business processes.”

CSM uses an intuitive ImageNow design tool to assign and alter workflow responsibilities. Alarms notify employees when new documents arrive in their queues and alert supervisors when documents remain in a queue for more than a set number of days.

“ImageNow workflow alarms have increased employee accountability,” Wojtkowski says. “We've established thresholds for completing business tasks, instead of just putting paperwork in bins.”

Before CSM deployed ImageNow, employees spent hours sorting, duplicating, archiving and retrieving hard copies of transcripts, applications and other paperwork. Managing documents electronically in ImageNow allows associates to focus on meeting students' needs.

"ImageNow increases productivity and frees up time for employees to interact with students by reducing the amount of time spent on processing paperwork," Wojtkowski says. "It has also made sharing information between campuses seamless."

Speeding Financial Aid Procedures

To set up e-mail, Novell network and UNIX user accounts, CSM employees send information security request forms to the IT services department. Before ImageNow implementation, these documents were sent via interoffice mail, manually sorted and processed. Now, the forms are scanned and routed to ImageNow at the point of origin and routed to the appropriate IT services employee's work queue, facilitating a timelier response.

"It used to take us up to a week to set up a new user account," Wojtkowski says. "ImageNow reduced this to two days by eliminating manual steps."

CSM's financial aid office employs ImageNow to efficiently process thousands of incoming files each year. ImageNow imports documents, links them to student records in Datatel Colleague and makes the updated files available to enrollees via their user accounts in CSM's Student Services system.

"ImageNow reduced the time it takes to process each financial aid document by 50 percent," Wojtkowski says. "It automatically indexes documents and updates student records in Datatel Colleague."

Students applying to CSM have the option to complete admissions forms on the college's website. ImageNow Import Agent captures the data on these forms, converts the documents into electronic document images and routes them into ImageNow for immediate processing by an admissions associate.

Protecting Student Confidentiality

To ensure records for former and existing students meet FERPA (Family Educational Rights and Privacy Act) requirements for protecting student confidentiality, university staff scan hard copies into ImageNow, where they are stored in a secure repository. Documents are referenced by unique identifiers, such as name and student number, that do not reveal sensitive details. By reducing the amount of photocopies and printed documents CSM produces, ImageNow helps CSM regulate employee access to student records.

"ImageNow has been a big help with FERPA compliance," Wojtkowski says. "It's added another layer of protection around confidential student information."

Wojtkowski is confident that as CSM extends ImageNow to human resources, payroll and other departments, Perceptive Software will continue to deliver document management technology that provides time and cost savings campuswide.

"ImageNow is a universal product that is supported by a great company," Wojtkowski says. "We're customizing the product to fit many different business processes and Perceptive Software is responsive in helping us do this."



"ImageNow reduced the time it takes to process financial aid documents by 50 percent. It automatically indexes documents and updates student records in Datatel Colleague."

Andrew Wojtkowski
Systems Administrator / Project Coordinator
College of Southern Maryland

College of Southern Maryland

Quick Stats

- Campuses: 4
- Students: 21,000
- Integration: Datatel Colleague
- Products in Use: ImageNow Import Agent, ImageNow Content Server, ImageNow Printer, ImageNow workflow

The Challenges

- ▶ Slow document retrieval delays response to student inquiries
- ▶ Paper-based workflow slows the completion of business tasks
- ▶ Host system integration
- ▶ Regulatory compliance

The Results

- ▶ Instant document access from any location improves student service
- ▶ Automated workflow elevates productivity and speeds document processing
- ▶ Seamless link with Datatel Colleague
- ▶ Security features maintain data integrity and help meet FERPA requirements

perceptivesoftware

22701 West 68th Terrace
Shawnee, KS 66226
USA

toll-free +1 800 941 7460
tel +1 913 422 7525
fax +1 913 422 3820
info@imagenow.com

Venture House
Arlington Square
Downshire Way
Bracknell
Berkshire RG12 1WA
United Kingdom
tel +44 (0) 1344 742849
fax +44 (0) 1344 742877
euroinfo@imagenow.com

© Perceptive Software, Inc. October 2007.
All rights reserved. ImageNow is a registered trademark of Perceptive Software, Inc. All other product and company names may be trademarks of their respective owners. cs-southernmaryland-0710