



Pittsburg State University

Student Financial Assistance
Admissions
Career Services
Registrar
President's Office
International Student Services
Intensive English Program
Analysis, Planning and Assessment
KC Metro Center
Psychology and Counseling
Office of Information Systems
Degree Checking
Human Resources
Kansas Technology Center
Technology Studies
College of Business Advising Center
Continuing and Graduate Studies

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Dr. Robert B. Wilkinson
Director of Analysis, Planning and Assessment
Pittsburg State University

Founded in 1903, Pittsburg State University (PSU) is a public, four-year university located in Pittsburg, Kan. The four colleges at PSU offer a comprehensive range of undergraduate and graduate programs to students at the main campus and selected programs at the Kansas City Metro Center location.

Under Title III Part A of the Higher Education Act (HEA) of 1965, the U.S. Department of Education provides certain universities and colleges with financial resources that enable them to improve and strengthen academic quality, institutional management and fiscal stability.

When PSU received a Title III grant, school administrators decided that implementing a document management, imaging and workflow system would be a cost-effective way to help PSU serve students more effectively and efficiently. After going through a state bidding process involving the evaluation of several products, PSU selected ImageNow.

“The price and functionality of ImageNow made it stand out,” says Marty White, document imaging coordinator.

Using patented LearnMode™ technology, ImageNow seamlessly integrated with a proprietary institutional data system at PSU, enabling users to retrieve supporting documents from their host application screens. WebNow™, the browser-based complement to ImageNow, extends instant document access to users across PSU’s main campus and Kansas City Metro Center location.

“Integration between ImageNow and our student information system gives employees one place to go to instantly retrieve the information they need to serve students,” White says. “WebNow enables users to quickly access documents anytime, from anywhere.”

Hands-on implementation and training prepared PSU administrators to manage an ImageNow system that Darrell Whitman, PSU coordinator of network systems says “is very easy to maintain.” If Whitman or his colleagues have a question about their document management project, they know they can count on a timely and appropriate response from the Perceptive Software product support team.

“We have a very positive relationship with Perceptive Software employees,” Whitman says. “ImageNow has so much potential at PSU, and we’re confident that the professionalism and knowledge of the Perceptive Software team will help us realize it.”

Whitman and White passed on their ImageNow skills to colleagues soon after deployment. PSU workers have responded positively to the time savings ImageNow provides.

“Employees in admissions and student financial assistance were so excited about ImageNow that they wanted to start using it before we had even finished installation,” White says. “Admissions associates say they would never go back to using paper — they love ImageNow because it makes their jobs easier.”

Enhancing Student Service

When PSU used paper processes, answering questions from students who called or visited the student financial assistance office involved a laborious search through dozens of file cabinets that stalled student service. If a document had been misfiled or was on a colleague's desk, the provision of service was further delayed. The instant document access ImageNow provides resolved this issue.

"We are dedicated to serving students at PSU, and ImageNow helps us do this more effectively," White says. "It also enabled the student financial assistance department to create three employee workspaces in an area once crammed with 23 file cabinets."

ImageNow has also liberated floor space and facilitated faster data retrieval in the analysis, planning and assessment department by replacing paper files with electronic document images.

"It's nice to not dig through paperwork every time I need information," says Dr. Robert B. Wilkinson, director of analysis, planning and assessment. "ImageNow has created more space in my office because I no longer have 34 file cabinets full of paperwork."

Powering Productivity

Before implementing ImageNow, admissions associates at PSU created a folder for each prospective student that included transcripts, test scores, teacher recommendations and other documents. Upon completion, the students carried their folders to their advisor for individual advisement, and the original transcripts were hand-delivered to the registrar's office for processing.

Now employees in admissions scan or electronically import student documents into electronic folders in ImageNow. This data is immediately available to authorized users across campus.

"ImageNow increased productivity because employees aren't wasting time filing, distributing or looking for documents," Wilkinson says. "It allows us to focus on meeting students' needs."

"ImageNow has reduced redundant effort because multiple people can access documents simultaneously, instead of waiting for copies of paperwork to arrive," Whitman adds.

Safeguarding Irreplaceable Documents

ImageNow is an important part of PSU's disaster recovery plan for the president's office. Instead of housing paper documents that deteriorate over time and would be destroyed in the event of a natural disaster, PSU stores documents electronically on a secure ImageNow server, as part of the university's IT disaster recovery program.

"ImageNow helps protect irreplaceable documents across campus," Whitman says. "It also minimizes the chance of files being misplaced as they're no longer physically transported between departments."

Campuswide Expansion Plans

PSU has extended ImageNow to the psychology and counseling department and will soon expand it to faculty advisors in other divisions. When a student changes his or her major, the registrar updates the academic record in PSU's host system, making the ImageNow documents immediately available to the student's new faculty advisor. With such easy access, the advisor has time to become familiar with the student's records before they meet.

"ImageNow is a perfect fit for higher education institutions because it facilitates more efficient and effective interaction with students," Wilkinson says. "Modern students want quick answers to their questions, and PSU's host system, in conjunction with ImageNow, allows us to meet this expectation."

As part of their ongoing commitment to providing a quality educational experience for students, PSU administrators will introduce ImageNow into every department.

"Continuing the expansion of document management technology is one of the goals that PSU is evaluated on as part of our performance funding agreement," White says. "ImageNow has met all our expectations so far."



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Darrell Whitman
Coordinator of Network Systems
Pittsburg State University

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Quick Stats

- Documents stored in ImageNow: 1.1 million
- Number of ImageNow users: 178
- Integration: Proprietary student information system
- Products in use: ImageNow, WebNow, CaptureNow, ImageNow Printer

The Challenges

- ▶ Paper processes delay employees' responses to students' questions
- ▶ Find a document management system that is effective in multiple areas
- ▶ Manually processing paperwork diverts associates away from other tasks
- ▶ Paper folders take up too much space and can deteriorate over time

The Results

- ▶ Instant document access speeds student service
- ▶ Campuswide expansion delivers time and cost savings
- ▶ Reduction of manual tasks increases staff productivity
- ▶ Storing documents electronically liberates floor space and protects data

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