Laserfiche®

Process Re-Engineering from Inception to Execution: How We Drove Superior Service through Process Automation

Linn-Benton
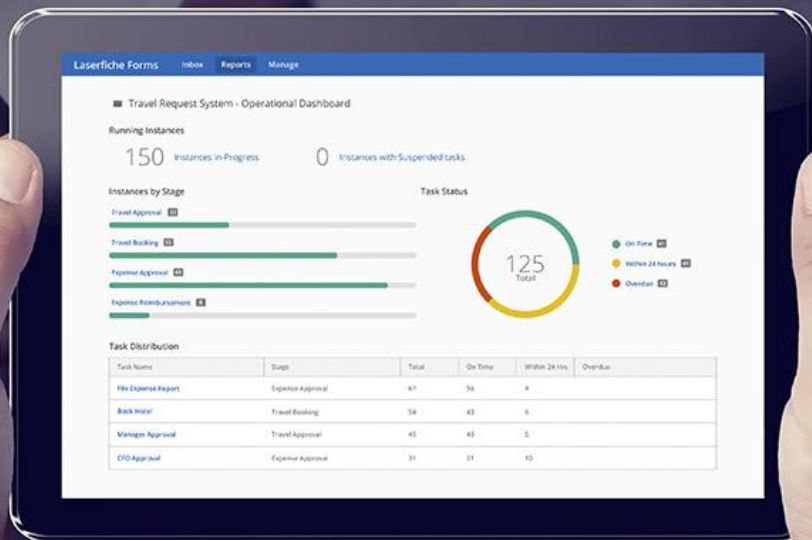COMMUNITY COLLEGE

Presenters

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Overview

1. Linn-Benton Community College (LBCC) Background

2. Drivers for Change

3. Example of our First Process Automation Success: Transcript Evaluation

4. Benefits and Competitive Impact for LBCC

5. Culture Change

6. Other Process Automation Successes/Looking Ahead

7. Advice and Takeaways

Background

LBCC Background

- Linn-Benton Community College (LBCC) offered its first classes in 1967

- One of the largest community colleges in Oregon; annually, more than 22,000 students take a class here

- Employs 449 staff and 481 faculty

- We work in the Enrollment Services area

  - 13 contracted staff

  - In the 2015-16 academic year, we received 13,811 admissions applications; this was a 53% increase from the prior year
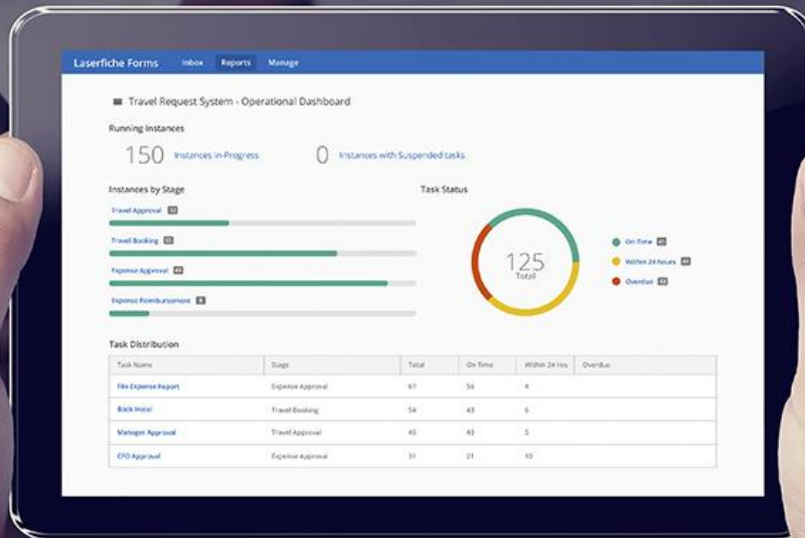
LBCC Background

- LBCC had been using Laserfiche since the early 2000's

  - It was used campus-wide as a digital "filing cabinet"

  - In 2015, our area upgraded to using Forms and Workflow

  - The speed and efficiency of our processes went from horse-drawn buggy territory to that of a high performance sports car

Process Automation Success

Drivers for Change

- Cumbersome transcript evaluation process was identified by college councils as a "bottleneck" to student success

- We became aware that Laserfiche could solve this problem in the following ways:

  - Attendance at the Empower conference led to an "aha!" moment

  - Saw the functionality of Forms and Workflow in action and thought, "Wow, this could solve all of our problems with our transcript evaluation process!"

  - Realization that Laserfiche is capable of being much more than just a digital filing cabinet

Laserfiche®
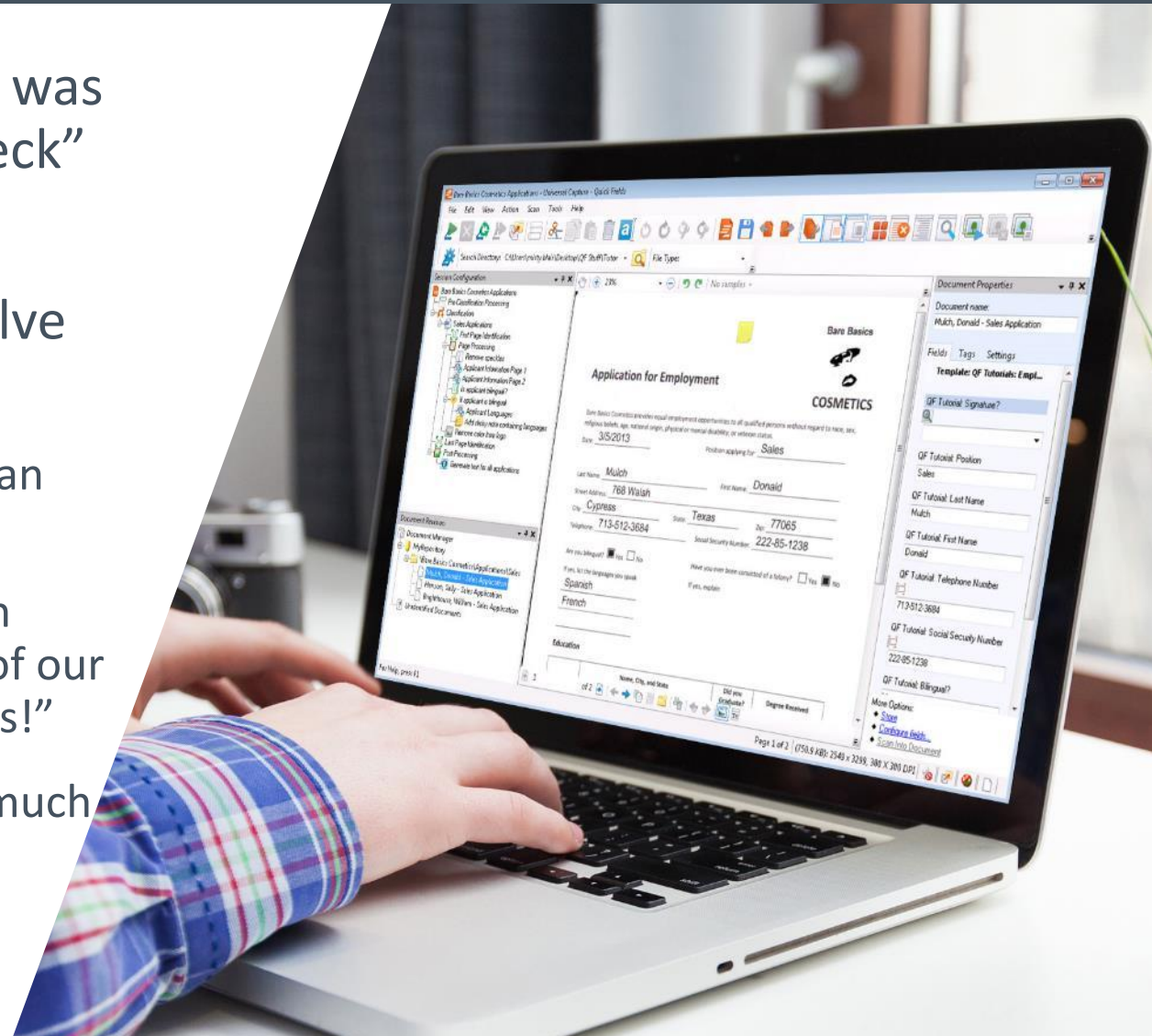
Let's Review Our Old Buggy Process

- For students, the transcript evaluation process is vital for a number of reasons, including:

  - Ensuring they're placed in the right classes from the start

  - Speeding up degree completion

  - Meeting admissions requirements for our Special Programs

- Our old (Buggy) process included the use of multiple products that didn't play well together or with others (i.e. a form product, a spreadsheet product, etc.) and involved the following:

  - Requiring students to fill out a transcript evaluation request form

  - Staff manually moving the request to a shareable spreadsheet

  - Staff searching for the corresponding transcript in our repository

  - Staff marking that a transcript had been evaluated on the spreadsheet

  - Staff manually determining which students to email

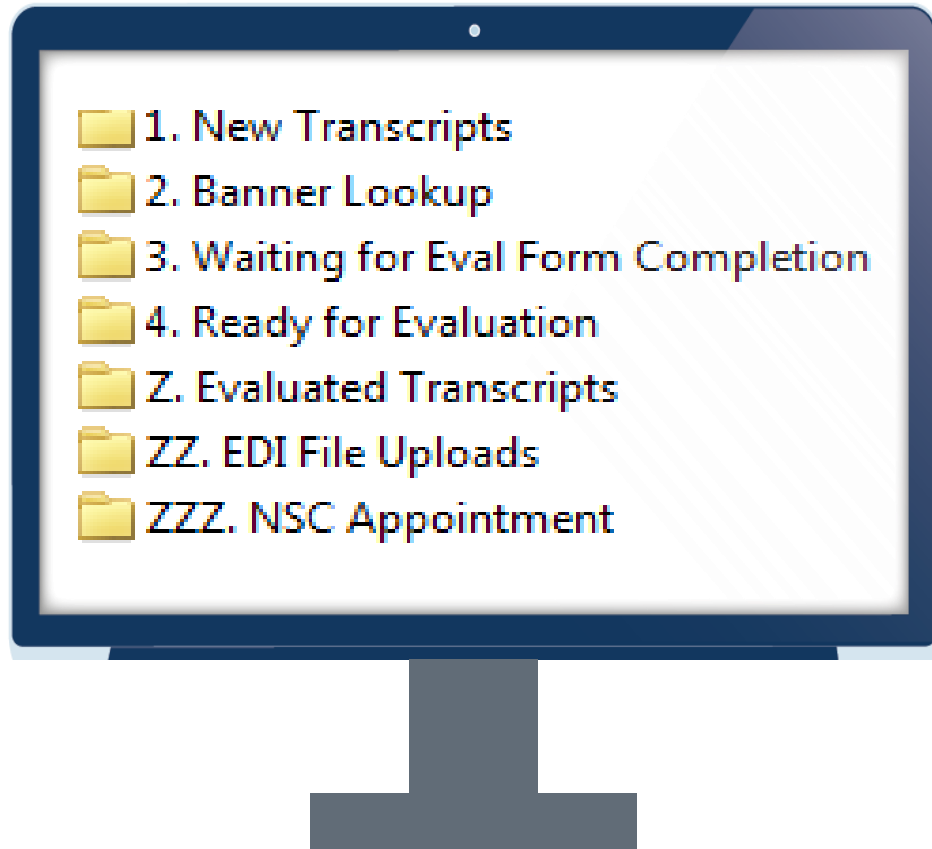 - Sending generic emails to one student at a time

Let's Review Our Old Buggy Process

- By developing a new process using Laserfiche Forms and Workflow, we aimed to overcome the following problems:

  - The lack of synchronization between systems and products (forms, spreadsheets, email)

  - The reliance on inefficient and time-consuming manual processes

  - The inability to maintain timely and meaningful communication with students

  - The need for better document security

  - The fact that, due to the obstacles above, **it took 6-8 weeks to evaluate a transcript** using this (Buggy) method
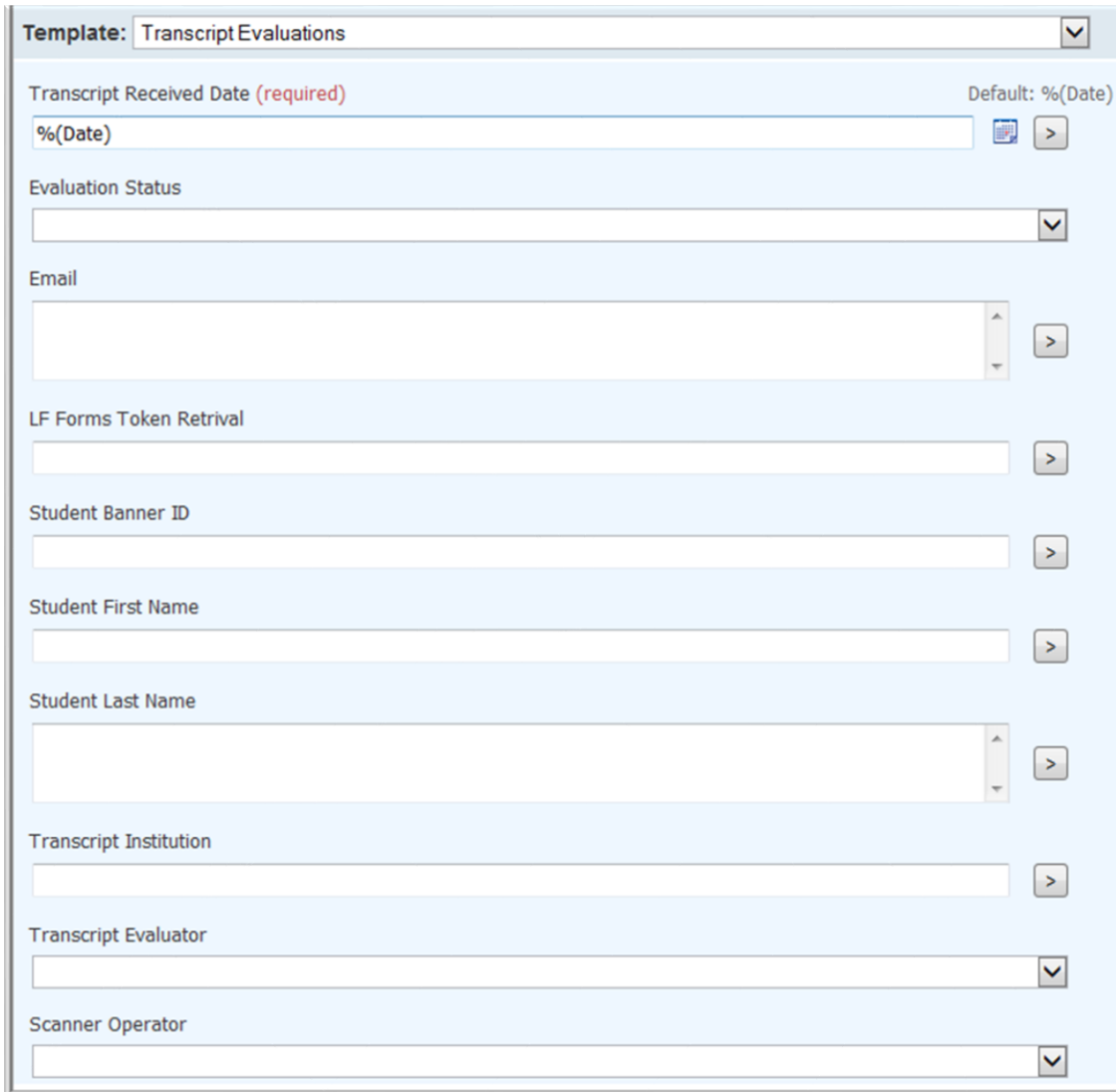
Automation Success: Transcript Evaluation

1. New Transcripts
2. Banner Lookup
3. Waiting for Eval Form Completion
4. Ready for Evaluation
Z. Evaluated Transcripts
ZZ. EDI File Uploads
ZZZ. NSC Appointment

Our new process uses **Forms** and **Workflow** to achieve the following:

- A complete automation of the movement of transcripts through the process; this is achieved via use of a series of folders

- Allows us to easily pinpoint where a transcript is at any given step in the evaluation process

- Automated notification to students at each step of the evaluation process; correspondence is now both timely and meaningful

- Archiving of all documentation in our Laserfiche repository

Automation Success: Transcript Evaluation

When a scanned or electronic transcript is received, it's saved in the folder 📁 1. New Transcripts

We created a metadata template specifically for this process. Data is entered and saved in key fields in the template, which allows the following to happen:

- Transcripts are moved through the series of folders

- Workflows are triggered

- Personalized notifications are sent to students at key points in the process

Automation Success: Transcript Evaluation

To move the transcript to the next step in the process, staff open the template and populate the following fields: Student Last Name, Student First Name, and Transcript Institution

Student First Name

`First`

Student Last Name

`Last`

Transcript Institution

`Sample State University`

Transcript Evaluator

- The file is then saved; this triggers the transcript to be automatically routed to the next folder, which is 📁 2. Banner Lookup
(Note: "Banner" is the College's database for all student records)

- The file is also automatically named at this time in the format "Student Last Name, Student First Name"

Automation Success: Transcript Evaluation

The next step is for our staff to open the 📁 2. Banner Lookup folder; they will search our student database to see if student has applied to LBCC (this is our minimum requirement for transcript evaluation)

- If there is a match, staff will populate the student's e-mail and their Student ID number into the corresponding metadata fields

- Populating these metadata fields triggers the transcript to be routed to the next folder, which is 📁 3. Waiting for Eval Form Completion

- File is also automatically renamed at this point to reflect Student Name, Student ID, and name of Transcript Institution
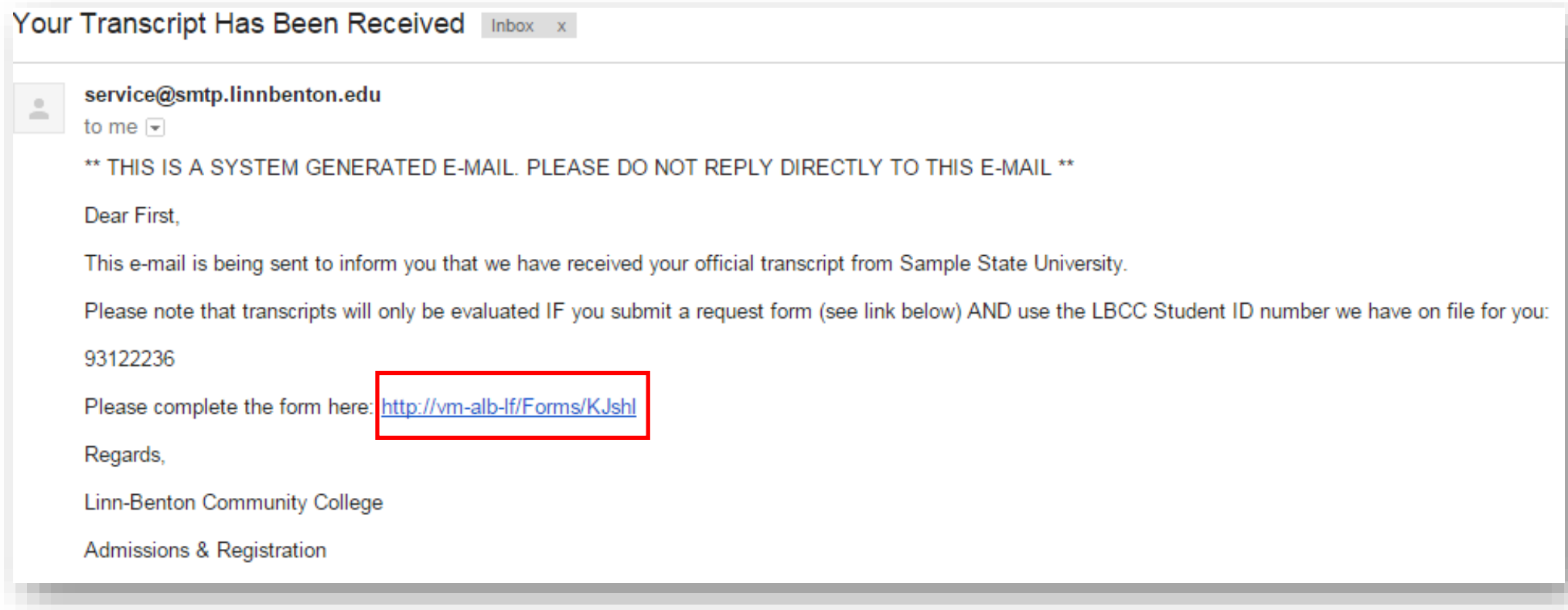
Email

sikoraa@linnbenton.edu

LF Forms Token Retrival

Student Banner ID

93122236

If there is no match found within 30 days, the transcript will be moved automatically into the 📁 Not a Student folder

Automation Success: Transcript Evaluation

Entry of student data into these fields in the template also triggers an e-mail notification to be sent to the student; this notification will include a working link to the Transcript Evaluation request Laserfiche form:

Your Transcript Has Been Received Inbox x

service@smtp.linnbenton.edu
to me

** THIS IS A SYSTEM GENERATED E-MAIL. PLEASE DO NOT REPLY DIRECTLY TO THIS E-MAIL **

Dear First,

This e-mail is being sent to inform you that we have received your official transcript from Sample State University.

Please note that transcripts will only be evaluated IF you submit a request form (see link below) AND use the LBCC Student ID number we have on file for you:

93122236

Please complete the form here: http://vm-alb-lf/Forms/KJshl

Regards,

Linn-Benton Community College

Admissions & Registration

Laserfiche®

Automation Success: Transcript Evaluation

Transcript Evaluation Request Form

Completion and submission of this form will enter your transcript into the evaluation process. Transcripts are evaluated based on the sequence of when forms are submitted. You will receive a confirmation e-mail when your transcript has been evaluated.

ID Number* — `93122236`

LAST Name* — `Last`

FIRST Name* — `First`

Alternate Name Information (if applicable) — Please fill out the field below if you have been enrolled at any institution under an alternate name

Financial Aid* — Do you need your transcript evaluated for purposes of obtaining/continuing Financial Aid at LBCC? *
- ○ Yes
- ● No/Not Applicable

Issuing Institution* — Enter name of institution that issued transcript
`Sample State University`

Signature* — FIRST LAST

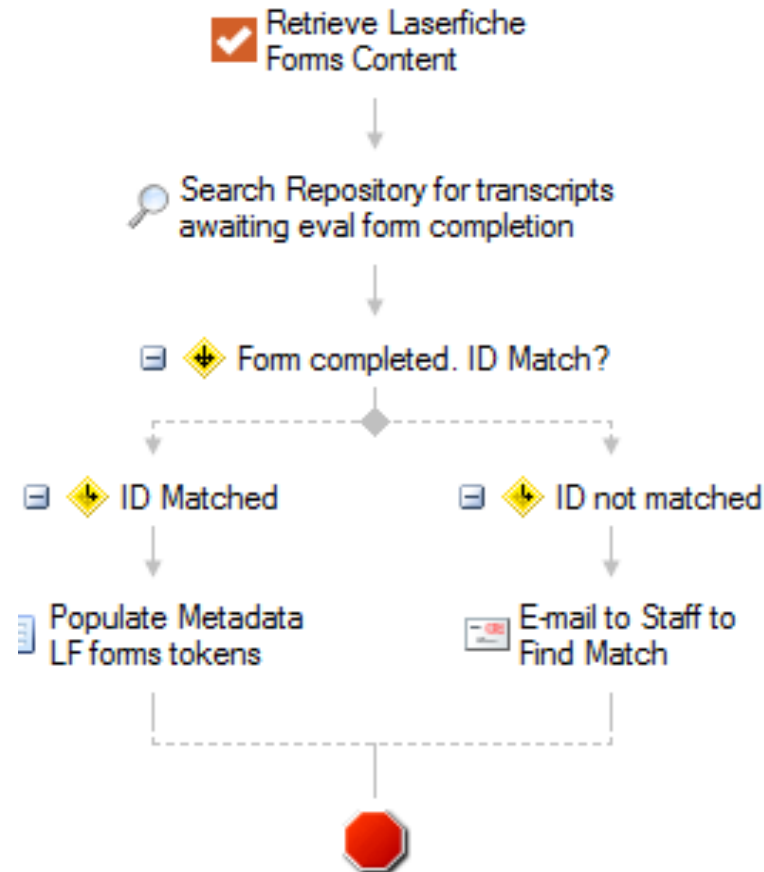Please click on the "Submit" button when you are done.

NOTE: LBCC does not evaluate high school transcripts. If you have taken college-level course work in high school, we will require an official transcript from the college issuing the credit in order to do an evaluation. If you have taken your college-level course work via LBCC, transcripts from LBCC are **not** required as your course work will already be reflected in our system.

Submit

From the link in the email, students can open and complete the Laserfiche form

- When the form is submitted by the student, it triggers a Workflow that:
    - Searches the 📁 3. Waiting for Eval Form Completion folder
    - This Workflow then uses the Student ID to find the matching transcript

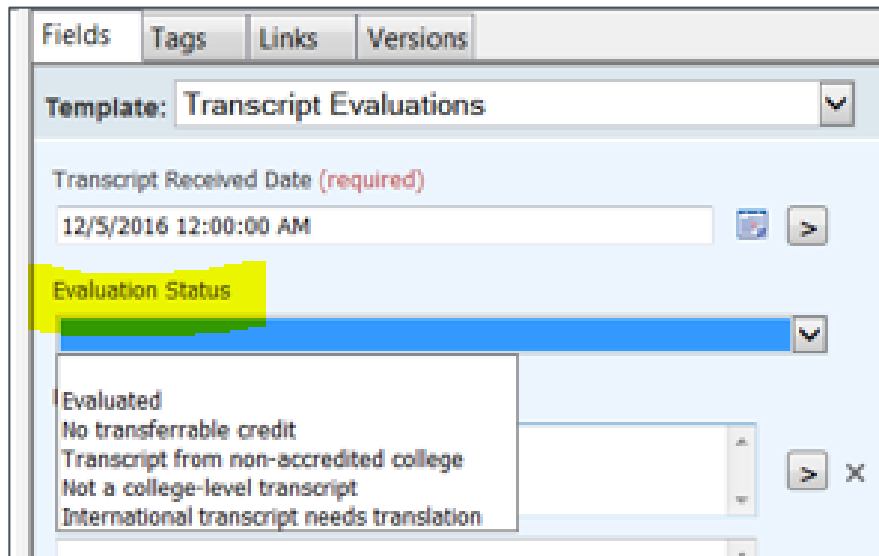# Automation Success: Transcript Evaluation

This is the structure of the workflow that handles the ID match portion of the process:

Automation Success: Transcript Evaluation

The Workflow then pulls data from the Laserfiche form and renames the transcript file in a consistent format, which is: Student Last Name, Student First Name, Student ID, Transcript Institution

- The transcript is then automatically moved to the 📁 **4. Ready for Evaluation** folder
- For situations where the student doesn't complete the Transcript Evaluation request form within 30 days, the transcript is then automatically routed to a 📁 **No Request** folder
- This is accomplished using a delay function in Workflow

Automation Success: Transcript Evaluation

Transcript evaluators look in the 📁 4. Ready for Evaluation folder to find unevaluated transcripts

- By looking at file names, evaluators can easily see which institution transcripts are from – this is helpful if evaluators need to concentrate on specific schools

- Once the evaluation is complete, evaluators go to the template and select an "Evaluation Status" from a drop-down menu of options

- There is also a field where evaluators will select their name
- They will then save the file, which triggers the next step in the Workflow
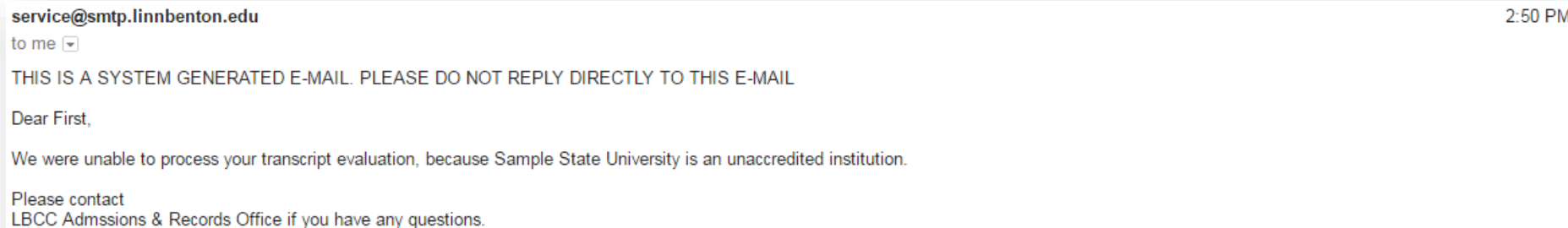
Automation Success: Transcript Evaluation

- The options in the Evaluation Status field "drive" the sending of different email responses **specifically tailored to that status**

  - Here's a sample e-mail that is sent when the status is "Evaluated":

    service@smtp.linnbenton.edu   4:58 PM
    to me ▼

    THIS IS A SYSTEM GENERATED E-MAIL. PLEASE DO NOT REPLY DIRECTLY TO THIS E-MAIL

    Dear First,

    Your transcript from Sample State University has been evaluated. Please login to Webrunner, click on the Student tab at the top, then Acdemic Record, and DegreeRunner to see your transferred courses.

    LBCC Admssions & Records Office

Here's a sample e-mail that is sent when the status is "Transcript from Non-Accredited College"

   service@smtp.linnbenton.edu   2:50 PM
    to me ▼

    THIS IS A SYSTEM GENERATED E-MAIL. PLEASE DO NOT REPLY DIRECTLY TO THIS E-MAIL

    Dear First,

    We were unable to process your transcript evaluation, because Sample State University is an unaccredited institution.

    Please contact
    LBCC Admssions & Records Office if you have any questions.

The selection of an evaluation status also triggers the file to be moved to the 📁 Z. Evaluated Transcripts   folder

Special Process for Exceptions

- Sometimes we need to move a transcript ahead in the evaluation queue. An example of this would be when a student has an upcoming appointment in our New Student Center. To accommodate this, we created a Workflow that:

  - Searches for transcripts for these students in the 📁 3. Waiting for Eval Form Completion and 📁 4. Ready for Evaluation folders

  - Moves matched transcript files to a priority folder **and** triggers an e-mail to evaluators so they are made aware of files that need immediate attention
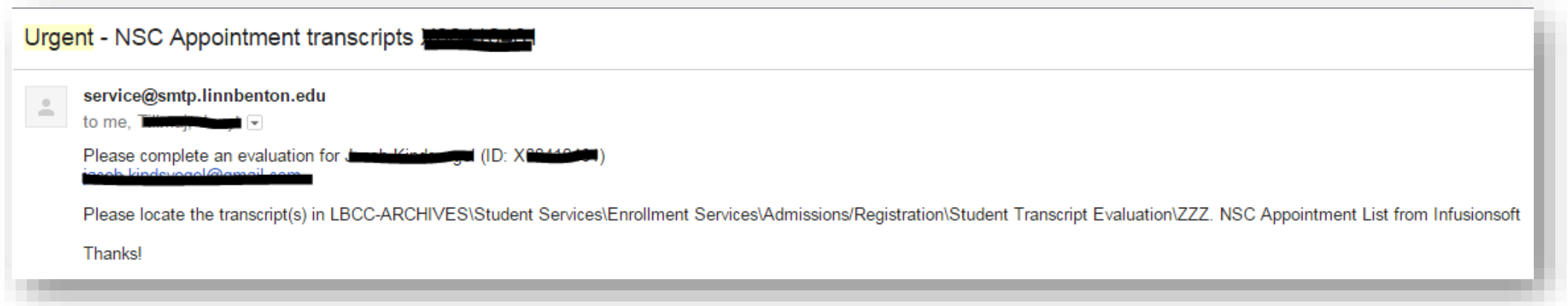
  - Upon completion of evaluation, the rest of the process is the same, and these urgent files are routed seamlessly back into the regular flow

Benefits and Competitive Impact

Old Buggy
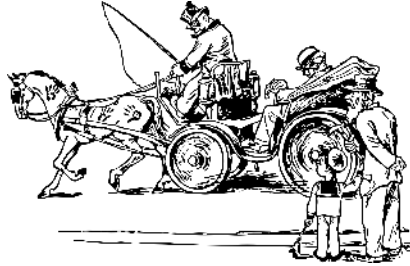
- Transcripts took 6 to 8 weeks, minimum, to get evaluated

- Students were only communicated with once, at the very end of the process, with minimal info given

- Maintenance of and swapping of data between multiple programs

- Data was not truly secure in all parts of process and was even lost

- No way to track workload – what's in the queue, how long has it been there, etc.

- No efficient way to manage exceptions

New Sports Car
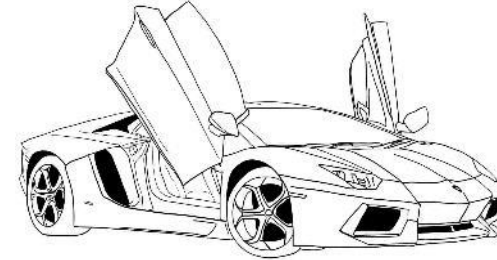
- Transcripts are evaluated within a week or less

- Students are kept informed of where their transcript is throughout the process via timely, meaningful e-mails

- One vendor – no more transferring data or managing multiple systems

- Data is kept secure and system is trustworthy

- Multiple quick and easy ways for staff to report on, track and manage workload

- Exceptions can be isolated and then routed seamlessly back into process

Benefits and Competitive Impact

The implementation of this new process has **sped** us to the following results

BEFORE: Time was consumed <u>by the process </u>as much as, if not more than, the actual evaluation of transcripts (*bad!*)

AFTER: Bulk of time is now spent in <u>actual evaluation</u> *(good!)*

RESULT: *Happy students and happy staff!*

Culture Change

Now that we've taken you on a test drive of our new process, let's talk a little bit about how we got there and the roadblocks we encountered

- We committed to re-engineering our process because we knew *there just had to be a better way!* But we had no road map ….

  - Based on what we had learned at the conference, we knew we wanted to use Laserfiche as comprehensive solution

  - To avoid reinventing the wheel, we posted a question in **Laserfiche Answers** to see if anyone had created such a process already

? Question   Posted to   Higher Education

Is anyone using Workflow to process incoming transcripts?

(Workflow)   (Records Management)   (Laserfiche)

asked on March 16, 2015

We are in the planning stages of creating a workflow to route incoming transcripts to our SIS (Banner), transcript evaluators and keep students in the loop of the progress (i.e. transcript from XX college has been received, transcript form XX college has been evaluated, etc.).

Has anyone created something similar in workflow?

Thanks!

👍 0   👎 0   Post Link

Culture Change

While waiting for a response, we worked as a team to diagram our existing process and then made it into our dream process...which looked something like this:
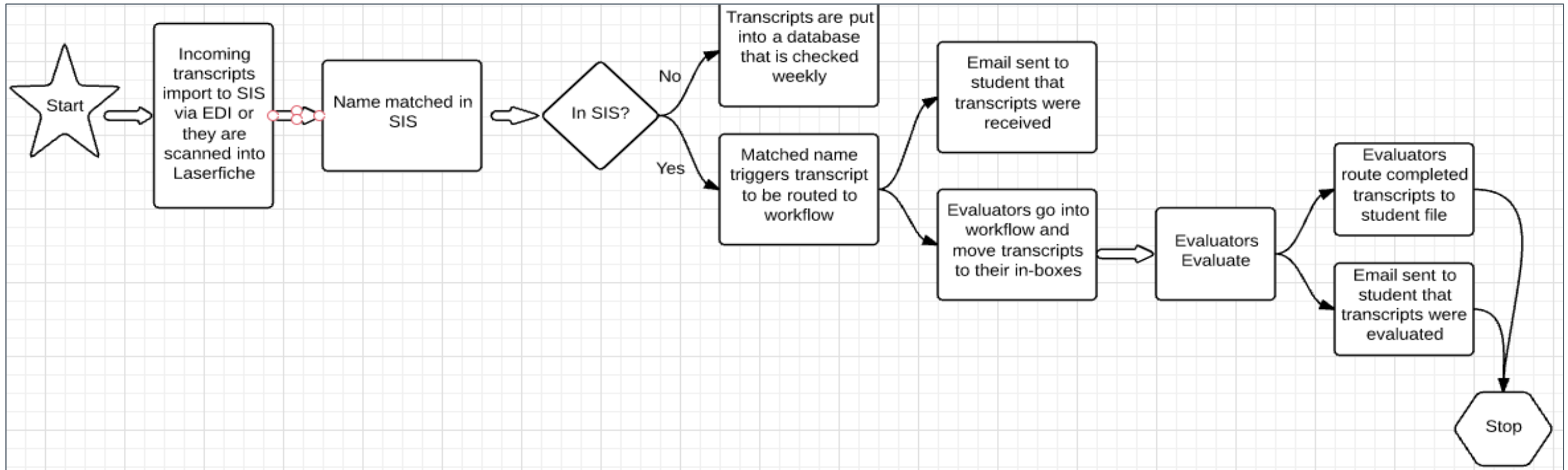
Culture Change

- Then we received the following response on Laserfiche Answers:

💬 **Replies**

Sort by: Most popular ▾

replied on March 17, 2015

Hi Amy,

Our development team is in a process of creating a proof of concept for transcript processing workflow. If you are interested, I will be glad to connect you with our team to exchange process requirements and solution design ideas. Just let me know.

Best,

Linda

- And we were off to the auto races, and leaving our horses and buggy behind!

Culture Change

We all know that change is hard. To help ensure the success of our new process, we did the following:

- Involved all key players in each step of the planning

- Had a highly invested, responsive point person that the team could go to as we worked out the bugs; this kept the project moving forward

- Worked closely with Laserfiche reps throughout the creation of the new process

- Engaged in extensive testing

Then we rolled the process out (and sent our horses out to pasture)

- We had a party to commemorate the demise of the old process (R.I.P., old process)

- We haven't looked in the rearview mirror since
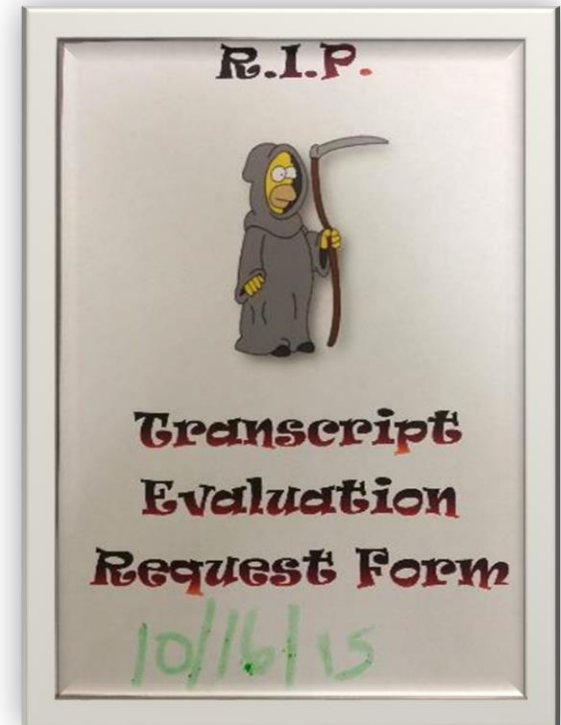
Next Steps & Takeaways
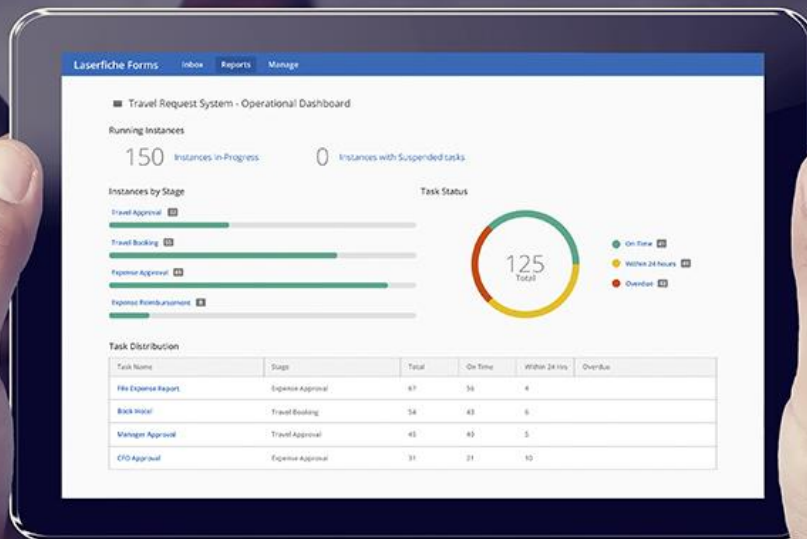
The Latest Models

Building on our success with the revamp of the transcript evaluation process, we have also used Laserfiche Forms to streamline the following processes, with excellent results:

- Late Refund Request

- Academic Suspension Appeal

- New Student Center Appointments

The Latest Models

Late Refund Request Petition

Petition for Late Refund of Tuition and Fees

The purpose of this petition is to provide you an opportunity to explain the circumstances that prevented you from dropping the course during the refund period.

To be considered, this petition must be submitted by the end of the term that follows the term for which the refund is being requested.

PLEASE SUBMIT ONLY ONE FORM FOR MULTIPLE CLASSES.

**DO NOT SUBMIT FORM UNLESS ALL DOCUMENTATION FOR EACH CLASS IS INCLUDED.
***PLEASE EXPECT UP TO TWO WEEKS FOR PROCESSING.

Last Name*

First Name*

Student ID*
Must be 9 characters

Email Address*
rockyr@linnbenton.edu

Year Course(s) Taken*

Term Course(s) Taken*

Course(s) Prefix & Number*
ex. WR 121, MTH 95, COMM 111

Course CRN(s)*
ex. 20012, 34562, 21587

Were/are you receiving financial aid?*
○ Yes
○ No

Check Your Reason for Requesting a Refund*
☐ NEVER attended class (can only be used once; Documentation from faculty required)
☐ Serious and/or Compelling Illness or Injury (Dated documentation from physician required)
☐ Institutional error (Requires support from LBCC employee)
☐ Other

Personal Statement (Required)*
Please provide a brief statement about what prevented you from successfully completing your course(s) and the steps you have taken to resolve the problem(s).

Upload a Personal Statement
Upload

Upload supporting documentation (physician's letter, letter/email from faculty, letter/email from LBCC employee, or anything that will support your claim.)*
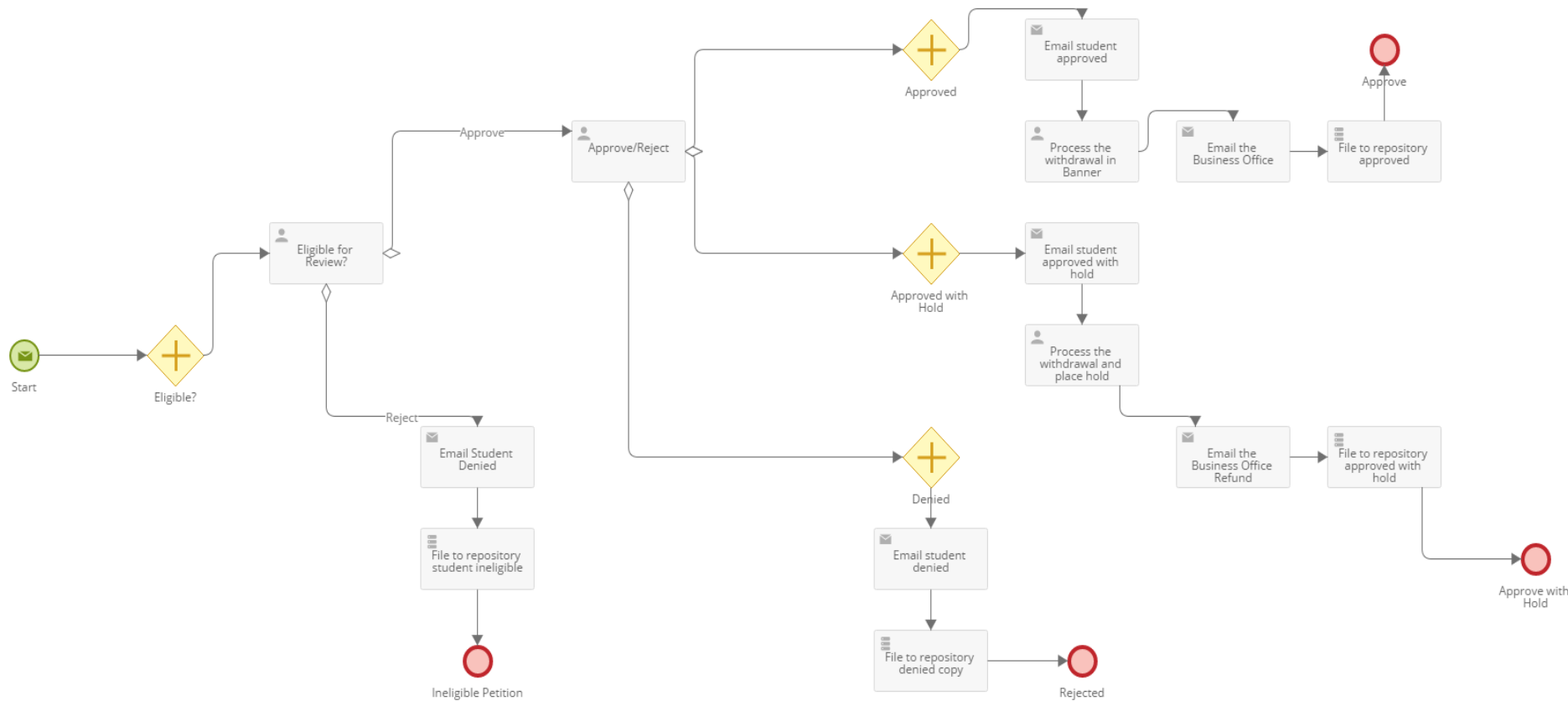PLEASE NOTE: Petitions missing supporting documentation will be automatically denied.
Upload

Submit

The Latest Models

Late Refund Request Petition

The Latest Models

Benefits of the Late Refund Petition process

- Students can access the appeal 24/7

- No lost paperwork or deciphering hand-written petitions

- Staff can preview petitions to see if they are eligible and then route them to reviewers

- Reviewers are notified via email when a petition has been submitted and needs to be reviewed

- Students are notified via email if their petition has been approved or denied

- Approved petitions are routed to staff for processing in our Student Information System, and then on to the Business Office for refund processing

- The appeals and documentation are saved into the repository, and files are named in a consistent manner

The Latest Models

Academic Suspension Appeals Process

The Latest Models

Benefits of the Academic Suspension Appeal Process

- Students can access the appeal 24/7

- No lost paperwork or deciphering hand-written appeals; additionally, we find that the electronic format leads to students being more detailed in their explanations, which greatly helps us in making the decision to approve or deny

- Reviewers are notified via e-mail when an appeal has been submitted

- Reviewed appeals are routed to staff for processing in our Student Information System

- Students are notified via e-mail if their appeal has been approved or denied and are given info on next steps where appropriate

- International Admissions staff are automatically looped into any appeals and resulting e-mails that pertain to students who are attending under International status

- Appeals and any back up documentation are saved into the repository, and files are named in a consistent manner

Future Models

Building on our success with the revamp of the transcript evaluation process, we have also used Laserfiche Forms to streamline the following processes, with excellent results:

- New Student Center intake form

- Supplemental application materials for International students

Our vision is to expand the usage of Laserfiche as more than "just a repository" to other departments on campus, with the intent to create streamlined and responsive student services across the board

- The LBCC Foundation and the President's office are already using Laserfiche Forms

- We would love to see our Human Resources and Financial Aid offices take a drive with us in the areas of Forms and Workflow

  - There are pre-built business processes in the Laserfiche Forms Library that could easily jumpstart the use of solutions in these areas

Laserfiche®

Advice and Takeaways

- If you're planning to implement similar projects, we recommend the following:

  - Learn about ECM solution products (i.e. Forms, Workflow, repository); what they do best and how they can work together

    - Forms are the easiest to start with, but combining them with Workflow really made our process take off

      - Workflow is a powerful tool and is really the engine of our system

  - Spend time mapping out your ideal process and give yourself plenty of room to experiment

  - Don't give up if you hit a roadblock – answers are around the corner!

    - These products have excellent training resources and tech support

  - Start with a quick and easy pilot project (i.e. a simple form) and use the results to showcase the many benefits of using an ECM solution

    - Take your new sports car for a drive all around your institution

    - Everyone will want one of their own!

Q&A

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