

# Shawnee State University

## "Paperless" Processing Improves Service and Reduces Expenses

Located on a beautifully-landscaped 52-acre campus on the banks of the Ohio River, Shawnee State University is the regional state university of Southern Ohio. Shawnee State University prepares students for the changing needs of business, industry, education, and society through its more than 80 bachelor's and associate degree programs. To enrich the lives of the community, Shawnee State University provides opportunities for continuing personal and professional development, intellectual discovery, and appreciation for the creative and performing arts. Enrollment at Ohio's newest four-year university is typically around 3,500.

Improving their institutional procedures and enhancing their internal communication are among Shawnee State's strategic initiatives. More effective document management was identified as one way to achieve these goals. As is the case with many institutions, the University was overloaded with paper; applications, financial aid documentation, correspondence, and a wide variety of other forms occupied a tremendous amount of filing cabinet space, and storage expenses were increasing. Furthermore, document filing and retrieval was labor intensive, while the paper flow and tracking of documents across campus offices was process intensive.

Shawnee State University was in need of a solution to implement a more efficient document tracking system and to eliminate the encumbrance of managing paper-based files. The University sought a system that provided the capability to scan documents, locate files quickly, and track the flow of incoming and outgoing documentation, thus eliminating the margin of error for lost or misplaced documents. According to Chuck Warner, Director of University Information Systems, "Our goal was to transition to a paperless process, and baseline document history, while establishing an ongoing process for imaging and tracking."



Vern Riffe Center, Shawnee State University

Through Jenzabar's partnership with Feith Systems and Software, Jenzabar was able to offer a proven imaging, workflow, and records management solution to Shawnee State University, integrated with Jenzabar's ERP solutions. Records can be tracked and retrieved quickly and easily, helping the University increase productivity, improve workflow, streamline administrative tasks, and reduce printing and storage expenses.

After viewing a document imaging product demonstration at the 2004 Jenzabar Annual Meeting (JAM), the University decided to add document imaging to their ERP system. Their decision was based on the efficiencies the system would bring to each of their business offices, as well as Jenzabar's capability to ensure a smooth integration process with their current Jenzabar CX system.

Mr. Warner found that Jenzabar met his expectations by providing onsite technical support during implementation, assisting with process improvement, and offering a product for a competitive price. He also found Jenzabar extremely helpful and knowledgeable during the site preparation phase—helping Shawnee State University understand how to make the best use of the document imaging system

and address any technical issues. Mr. Warner further explained that the document imaging solution answered Shawnee State's document management needs not only by "providing a product that fits our need," but because Jenzabar assisted with its implementation as well, providing a complete solution.

With the system now in place, Shawnee State is able to maintain a more efficient document storage and tracking system, improving document flow across campus offices. Paper forms that are processed each day are imaged during processing and shredded the next day, thus eliminating manual filing, storage, and document retrieval. The combination of this process with Shawnee State's adoption of the Jenzabar Internet Campus Solution (JICS) gives staff members in various offices view access to documents as soon as they are processed, eliminating any lag time.

The success of the system is seen in the reduction of filing cabinets for paper storage, and instant view access to imaged documents across departments, with the added benefit of keeping backup copies of all imaged documents in case of unexpected events, such as fire or flooding. Records are tracked and retrieved quickly and easily, helping to increase productivity, improve overall workflow, and streamline administrative tasks—thereby meeting the objectives of improved procedures and internal communication.

In gauging the overall effectiveness of Jenzabar's products and services, Shawnee State measures return on investment (ROI) in five ways: "reliability of data,

manageability of product for our users, improvement of business processes, up-to-date technology with valued services, and the ability to scale without changing architecture," Mr. Warner explained.

He added, "I consider Jenzabar to be a good partner, providing the technology and support we need when we need it." ■

## A Jenzabar Executive Partner

### FEITH SYSTEMS AND SOFTWARE, INC.

Feith Systems and Software, a Jenzabar Executive Partner, offers enterprise-wide imaging and document management to complement Jenzabar's Total Campus Management solutions. Feith provides the technology to electronically scan and archive documents in all departments across the institution.

Since 1979, Feith Systems has been an industry leader in providing complete content management solutions. Feith's flagship product, Feith Document Database, is designed as an out-of-the box solution that includes document management, imaging, workflow, ERM/COLD, E-mail management, records management, and eforms. Feith is headquartered in Fort Washington, PA. For details, visit [Feith.com](http://Feith.com).

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## Jenzabar, Inc.

Jenzabar, Inc. is a leading provider of enterprise software and services developed exclusively for higher education. Jenzabar's Total Campus Management (TCM) framework meets the unique business needs of higher education with a comprehensive approach to software and services, from front-end campus portals to fully integrated, functionally-rich enterprise systems. With more than 30 years' of combined experience offering technology solutions to colleges and universities, Jenzabar is the trusted partner of choice to 700 campuses worldwide, including private liberal arts, state, and community colleges and business, medical, law and other graduate schools. Jenzabar is headquartered in Boston, Massachusetts, with regional offices located across the United States. For further information, please visit [www.jenzabar.com](http://www.jenzabar.com).