

Imagination
to
Realization



Enrollment Services – Paperless?

*Presented by: Ted Williams, Marty Orvin, Jody Kemp
- Georgia Southern University*

April 3, 2006

2:00 – 3:00 p.m.

Evaluation Code 422

Description

We will review Georgia Southern University's successes/challenges in going paperless in many of our Enrollment Services' departments. Specifically:

- Admissions
- Financial Aid
- Registrar

We will discuss the technology utilized and how it has benefited these departments. Lessons learned and future plans for implementation will be discussed.



Georgia Southern University

- The largest and most comprehensive center of higher education in the southern half of Georgia
- 16,500+ students
- One of the top universities of choice in Georgia for new freshman
- Technological Advancement is one of six themes in our Strategic Plan

Topics of Discussion

- What does going “paperless” mean?
 - for our students? The Millennium Generation
 - for our efforts to improve retention, progression and graduation rates (RPG)?
- Our “Paperless” Initiative.
- Technology Overview:
 - Web Self-service
 - Imaging
 - Workflow
- What we’ve accomplished in Enrollment Services.
- Specific Projects.
- Future Plans.

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What does going “paperless” mean?

What does “paperless” mean?

- pa·per·less (pā'pər-līs) *adj.*

Not requiring paper because of the use of computers and other electronic media to record, convey, and store information: *a paperless office.* ¹

1. Answers.com

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What does going “paperless” mean...
for our students?

What does going “paperless” mean...
for our students?

First... Who are our students?

Who Are Our Students?

Do we know:

- why they come?
- **what they want/need?**
- **how to promote their success?**
- their dreams/goals?
- how to pick them up when they fall?
- **their expectations?**
- how to keep them?
- how to graduate them?
- **how they communicate?**

Who Are Our Students?

“This lack of knowledge could be hampering our ability to remain competitive.” ¹

1. The Key to Competitiveness: Understanding the Next Generation Learner A Guide for College and University Leaders
sponsored by AASCU|EDUCAUSE|MICROSOFT

Who are our students?

The Millennium Generation (Generation Y)

- Born between 1979 and 1994; young as 11... old as 26.³
- 78 million strong (rivaling Baby Boomers in size and spending power).
- **Technology Savvy: used computers since nursery school.**
- Optimistic², cynical and pragmatic.
- **Impatient: Expect instant gratification.**¹
- **Doers:** Prefer to learn by construction and discovery rather than instruction.²
- Quality actually dictates “coolness”.³
- **Highly social; perceive and use technology to engage socially.**⁴

1. [Generation Y: The New Global Citizens](#) (Merrill Associates, June 2004) 2. Lisa Johnson, Andrea Learned 3. Generation Y (Business Week Online) 4. [The Key to Competitiveness: Understanding the Next Generation Learner](#) A Guide for College and University Leaders sponsored by AASCU|EDUCAUSE|MICROSOFT

Who are our students?

The Millennium Generation (Generation Y)

Generation Y has never known life without:

- cell phones
- pagers
- fax machines
- voice mail
- bottled water
- cable television
- overnight package delivery
- chat rooms
- ATMs, VCRs, PCs, CDs, MTV, CNN

[Generation Y: The New Global Citizens](#) (Merrill Associates, June 2004)

9 year old son's Christmas List

- Sony Playstation
- iPod
- Laptop
- Batman Battle Wing
- SpiderMan 2 [video game]
- Scooby Doo Unmasked [video game]
- G.I. Joe Sigma 6/Heavy Duty
- Monster Trucks [video game]
- Satellite Dish



What does going “paperless” mean... for our students?

- Quicker and more efficient service.
(instant gratification)
- Access to update and view important information when they're ready.
(technology savvy; instant gratification)
- Ability to perform task by themselves.
(doers)

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**What does going “paperless” mean...
for our efforts to improve retention,
progression and graduation rates (RPG)?**

University System of Georgia's (USG) “Retention, Progression, Graduation Initiative”

Plans include expanding and implementing programs at Georgia's public colleges and universities that will **increase** the University System's **retention and graduation rates**. The board's ultimate goal is to attain national performance levels in these two areas.

[USG News Releases 2005](#) August 3, 2005: Board of Regents Ramp Up Efforts to Increase USG Student Success

USG's

“Retention, Progression, Graduation Initiative”

Elements:

- pre-freshman contacts/orientation
- freshman experience programs
- learning communities
- advising and mentoring
- student progression tracking
- mid-semester tracking of student progress
- mid-semester intervention for students found to be in trouble

[USG News Releases 2005](#) August 3, 2005: Board of Regents Ramp Up Efforts to Increase USG Student Success

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Our “Paperless” Initiative

SUNGARD SUMMIT 2006

April 2-5 Orlando, Florida



Our Objectives

- expand our utilization of XtenderSolutions (Imaging)
- improve methods and opportunities for providing, collecting and verifying information through the use of on-line forms (web self-service)
- improve student service by redesigning our processes to get timely information to the decision-makers (workflow)

Opportunities

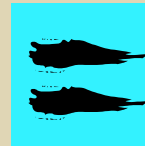
- Students expect us to improve our services through automation.
- President's Cabinet understands the role of technology and how IT provides value.



Objective



Tools (IT)



Outcome

- Staff appreciate the benefits technology can provide.
- University system is positioned to improve RPG through the use of technology.

Challenges

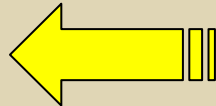
- Securing the environment
- User Authentication
- Attachments
- Multiple Signatures
- Document verification by other departments/colleges
- Staff's reluctance to change the processes

Product Selection Criteria

SunGard Solutions Product or Partner. Why?

- SunGard products are fully integrated across systems.
- Product releases are tested and approved by SunGard Solutions.
- Leverages our ability to use additional technology provided by SunGard partners without diminishing product quality and performance.
- Provides opportunities for us to outsource portions of our product/system development.

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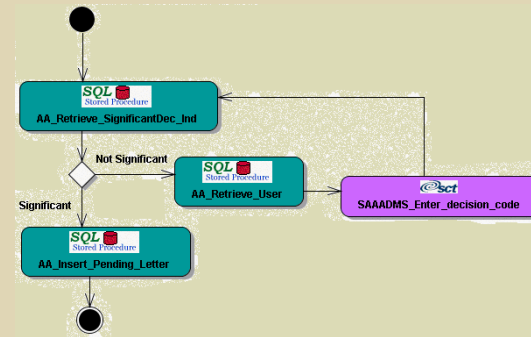
Web
Self-service



Imaging

Technology Overview How can it help Enrollment Services?

Workflow



Technology Overview – Web Self-Service

Web self-service allows a customer to obtain information or complete a business transaction over the Internet that has traditionally required the help of a human representative.

For students, self-service offers:

- **immediate access to information without having to wait for an e-mail response or a returned telephone call (instant gratification).**
- **immediate access to update and submit information for processing (doers).**

Technology Overview – Web Self-Service

Advantages:

- Almost 24/7 customer access.
- Ability to validate information based on if-then logic as the customer enters the information.
- Ability to load the information automatically into the information system with minimal or no staff intervention.
- Lower cost, as compared with telephone or e-mail service by a company representative.
- Ability to store information helpful to the returning customer.

Technology Overview – Web Self-Service



How can it help RPG?

- Student progression tracking; students can perform degree audits.
- Utilizing computers, students have almost 24/7 access to review and update information.
- Students can spend more time attending classes, studying, and socializing with friends versus sitting and waiting in administrative offices.
- ***Students recognize (and appreciate) the institution is capable of providing automated services they've become accustomed to in their daily lives (e.g. on-line banking).***

Technology Overview – Web Self-Service

Georgia Southern uses:

- SunGard's **BANNER Self-service (WINGS)**



- CollegeNet's **On-line Admissions Applications**



- XAP Corporation's **GACollege411**



- TouchNet's Credit Card Payment Gateway



- SSD's **AxiomWeb**



Technology Overview – Web Self-Service

Implementation of SSD's Axiom Web:

- Designated the Support Person(s)
- Setup a Windows 2003 Server for Axiom
- Setup a Windows 2003 Web Server for AxiomWeb
- Identified paper forms that could be converted to web forms
- Worked with SSD to create the web forms and determine where to push the data
- TESTED the forms and data push
- Created an image of the document to store in imaging

Technology Overview – Web Self-Service

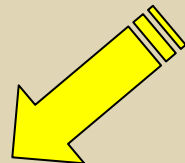
Personnel requirements:

- Maintain a Windows 2003 Server for Axiom
- Maintain a Windows 2003 Web Server for AxiomWeb
- Define a field in BANNER for each item on the web form
- Run scripts, generated by SSD, in BANNER for setup
- TEST the forms and data push

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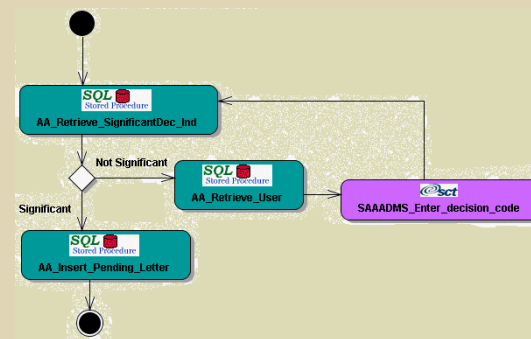
Web
Self-service



Imaging

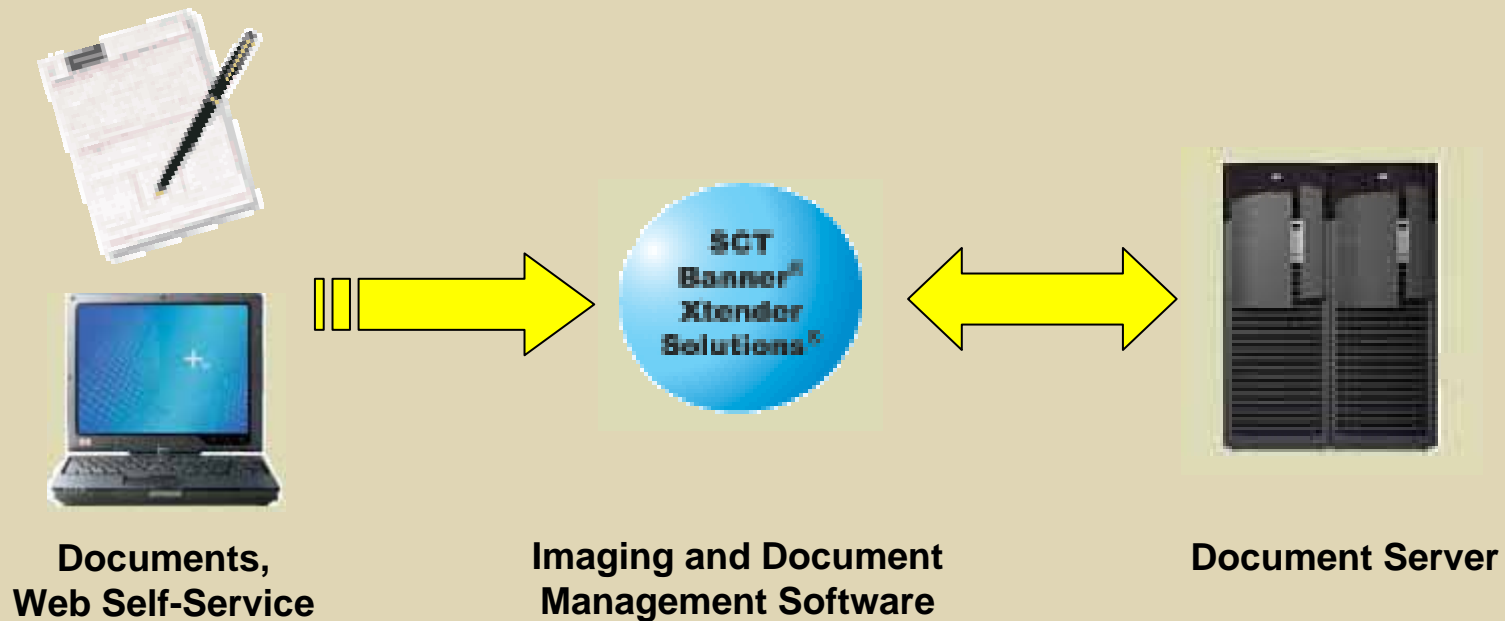
Workflow

Technology Overview How can it help Enrollment Services?



Technology Overview – Imaging

The process of capturing, storing, identifying, retrieving, and distributing documents.



Technology Overview – Imaging

Advantages:

- Access documents
 - Quickly
 - Simultaneously
 - Remotely
 - Across campus
- Save physical space
- Capture and store documentation from web forms
- Prevent lost / misplaced records
- Ease archiving process
- Increase security

Technology Overview – Imaging

How can it help RPG?

- Advising and mentoring: Advisors can review supporting documentation.
- Faculty and staff have instant access to our student documentation no matter where they work on campus.
- Improves customer service to our students. Students do not have to wait while faculty and staff leave the office to retrieve a student folder.
- Faculty and staff can make quick and accurate decisions by electronically viewing this documentation.

Technology Overview – Imaging

Georgia Southern uses:

- SunGard's XtenderSolutions (Imaging)



Technology Overview – Imaging

Implementation:

- Identified departments to use imaging (on-going)
- Identified personnel to support imaging
- Purchased hardware and software
- Reviewed all documents that could be imaged
- Installed and configured system with ActionLine assistance
 - Combined effort between our office and Campus DBA
 - TIME: roughly 40 hrs between 2 people
 - We chose not to hire SunGard Solutions consultant

Technology Overview – Imaging

Personnel requirements:

- Coordinate the installations and updates
- Manage user accounts
- Review disk space usage
- Train clients
- Create new applications
- Manage web server for WebXtender
- Manage server to store images

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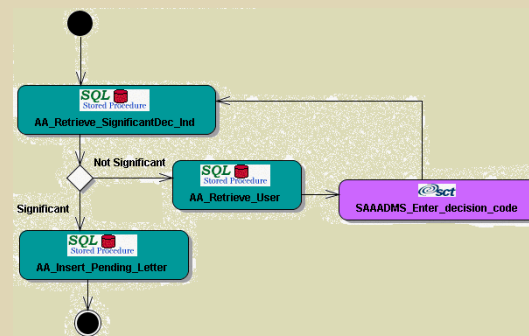
Web
Self-service



Imaging

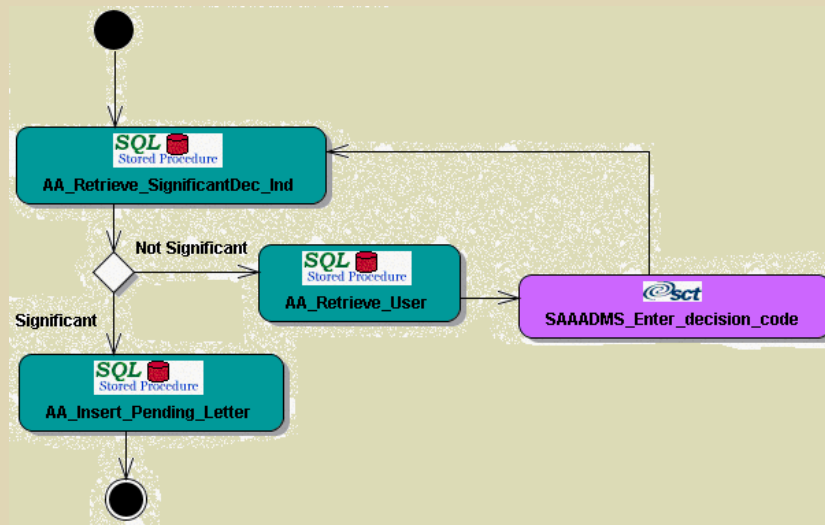
Technology Overview How can it help Enrollment Services?

Workflow



Technology Overview - Workflow

- Workflow... The automation of a business process. Send work/data to the right people at the right time.



Georgia Southern is implementing BANNER Workflow.

Technology Overview - Workflow

- Advantages:
 - Add Efficiency to Processes
 - Promote Consistency
 - Check Status of Processes On-line
 - Add Productivity
 - Saves time
 - More accurate
 - Increase Customer Service
 - Let them know before they have to ask
 - Lets you know when it happens

Technology Overview - Workflow

How can it help RPG?

Notify students/faculty/staff of:

- missing documents
- application status
 - Application Received
 - Decision made
- changed/cancelled sections
- changes that require action (e.g. Change of Degree/Major, Class Changes, Withdrawal Process) that affect retention and progression
- they've been added to the class for which they were on the waiting list

Technology Overview – Workflow

Georgia Southern uses:

- SunGard's BANNER Workflow



Technology Overview – Workflow

Implementation:

- Identified processes to improve with Workflow (Personnel Action Forms, Student Withdrawals/Cancellations, Academic Intervention)
- Identified personnel to support the implementation:
 - Functional Users
 - IT Resources (DBA, Web Programmer, Analyst, SunGard Consultants, etc.)
- Purchased hardware
- Contracted with SunGard for a consultant/workflow developer
- Installed and configured system

Technology Overview – Workflow

Personnel requirements:

- DBA to coordinate the installations and updates
- Analyst to document the processes and build the workflow
- Web programmers to build any required web forms (or outsource with SSD or other SunGard partner)
- Train clients
- Manage Workflow servers

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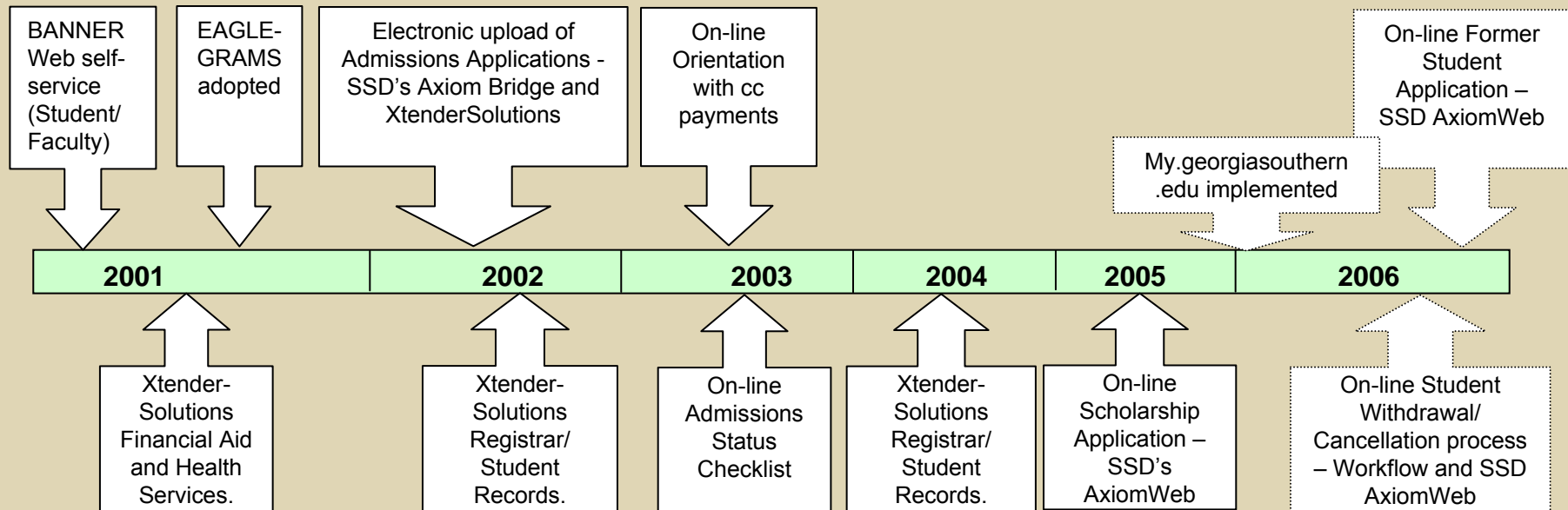
What We've Accomplished in Enrollment Services?

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What We've Accomplished in Enrollment Services?



What We've Accomplished in Enrollment Services?

- EAGLEGRAMS (official method of communication to our students).
 - <http://students.georgiasouthern.edu/sta/GSUemail/>
- SunGard's ApplicationXtender (Imaging).
- WINGS (BANNER Web self-service) implemented in 2001.

What We've Accomplished in Enrollment Services?

Financial Aid:

- WINGS (BANNER Web self-service)
Services include:
 - Financial Aid status and tracking information
 - Award Information
 - Eligibility Information

What We've Accomplished in Enrollment Services?

Admissions:

- Electronic upload for Admissions Applications - SSD's Axiom System
- WINGS (BANNER Web self-service). Services include:
 - Admission Status Checklist
 - Orientation registration, including on-line credit card payment through TouchNet
- On-line Scholarship Application - SSD's AxiomWeb

What We've Accomplished in Enrollment Services?

Registrar:

- WINGS (BANNER Web self-service). Services include:
 - Registration; Grades (inquiry); Transcripts; Degree Evaluation
 - Address and email address updates/inquires
 - Class Schedules
- WINGS (BANNER Faculty self-service)
 - Class Rosters; advisee Lists
 - Grades (entry); Attendance Verification
 - Degree Evaluations for advisees
- Former Student Application via SSD's AxiomWeb
- Student Withdrawal/Cancellation Form and process. (in design)

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Specific Projects

Projects

Web self-service

WINGS Admissions Status Checklist

Admissions Status Check

In order to access your application status you must enter the following information.

Last Name:	<input type="text"/>
Date of Birth:	Month: <input type="text" value="1"/> <input type="text" value="▼"/> Day: <input type="text" value="1"/> <input type="text" value="▼"/> Year: <input type="text" value="1996"/> <input type="text" value="▼"/>
Last 4 of SSN	<input type="text"/>
or Last 4 of Eagle ID	<input type="text"/>
<input type="button" value="Get Admissions Status Information"/>	

Admissions Application/Orientation Status Information

Personal Information:

Name:	Address:	City:	State:	Zip:
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Home Phone:		Date of Birth:	Gender:	
[REDACTED]		05-JAN-88	F	
Email Address:			Parent Email Address:	
[REDACTED]@aol.com				

Application Status:

Admissions Status:	Term:	Level:	Student Type:
Accept-Eagle Incentive Program	Summer 2006	Undergraduate Semester	Beginning Freshman
Residence:	College:	Degree:	Major:
Georgia Resident	Health & Human Sciences	BS in Nursing	Pre-Nursing/Nursing

Orientation Information:

Academic Information

Test Score Information

Description	Test Date	Test Score
SAT Total	12-21-2005	990
SAT Mathematics	12-01-2005	520
SAT Verbal	12-01-2005	470

Documents Checklist

Document	Description	Received	Required
Admission Application Fee		05-OCT-2005	Yes
H.S. Transcript w/grad date			
Official H.S. Transcript	South Effingham High School	06-OCT-2005	Yes
Official SAT or ACT scores	Test Date 01-DEC-2005	21-DEC-2005	Yes

Your Checklist



Next to an item signifies that the University has received all items required.

Summer Term 2006

Financial Aid



0506 FASFA Received for Summer 2006



Additional Information Needed

Please contact Financial Aid to complete your FASFA application

(Call 912-681-5413 or Email:

finaid@GeorgiaSouthern.edu

Fall Term 2006

Financial Aid



0607 FASFA Received for Fall 06 & Spr. 07



Additional Information Needed

Please contact Financial Aid to complete your FASFA application

(Call 912-681-5413 or Email:

finaid@GeorgiaSouthern.edu

Financial Aid - Georgia Residents only:

- Hope Application Received
- Hope Eligible

On-Campus Housing

- Application for University Housing

Health Services

- Immunization Form

Meal Plan

- Meal Plan Requested

Student Fees:

Tuition and Fees are due on or before June 26, 2006.
Check online invoice in WINGS for amount.

Financial Aid - Georgia Residents only:

- Hope Application Received
- Hope Eligible

On-Campus Housing

- Application for University Housing

Health Services

- Immunization Form

Meal Plan

- Meal Plan Requested

Student Fees:

Tuition and Fees are due on or before June 26, 2006.
Check online invoice in WINGS for amount.

Projects

Web self-service and Imaging – Technology Working Together

Scholarship Application:

- On-line applications
- Document image stored electronically in AX
- Data is updated in BANNER
 - SAAADMS Checklist
 - SAAADMS Contacts



GEORGIA
SOUTHERN
UNIVERSITY



Sign Into Your Scholarship Application Account

For returning users, please type in your email address and password.

For first time users, please create an account by clicking on the "Register" button. You will create an account using your email address and a unique password. Please remember this password for future log-ins. You can edit and update your scholarship application as often as you would like until you click the "Submit" button at the end of the application.

Email:

Password:

Log In

Register



Scholarship Application

APPLICATION DEADLINE: For all academic scholarships, the application must be received by **February 1** prior to desired academic year.

Please note that the preferred deadline for the Gulfstream Engineering Program Scholarship is January 15.

QUESTIONS? Contact (912) 681-5391 or scholarships@georgiasouthern.edu.

* Are required fields

Please save your work often, this session will expire after 2 hours for security reasons and all work will be lost if it is not saved.

Enrollment Information

*Enrollment Term: <input type="text"/>	*Intended Major (If Known): <input type="text"/>
*Enrollment Status: <input type="text"/>	
Were you selected as a National Merit Finalist, Semi-Finalist or Commended Student?: <input type="radio"/> Yes <input type="radio"/> No	

Personal Information

*Applicant Last Name:	<input type="text"/>	*Applicant First Name:	<input type="text"/>
Applicant Middle Name:	<input type="text"/>	*Preferred Name:	<input type="text"/>
*Birth Date (MMDDYYYY):	<input type="text"/>	Ethnicity:	<input type="text"/>
Gender:	<input type="radio"/> Male <input type="radio"/> Female	*Mailing Address:	<input type="text"/>
*Mailing City:	<input type="text"/>	*Mailing State:	<input type="text"/>
*Mailing Zip Code:	<input type="text"/>	*Area Code:	<input type="text"/>
*Phone Number (no dashes):	<input type="text"/>	*Applicant Email Address:	<input type="text"/>

High School(s) or College(s) Attended If you are a Beginning Freshman, Prior School 1 needs to be the high school you currently attend. If you are a Beginning Freshman with Joint-Enrollment Credit, Prior School 1 should be the High School you attend and Prior School 2 should be the name of the College at which you are receiving Joint-Enrollment Credit. If you are a Transfer Student, Prior School 1 needs to be the College you currently attend. Prior School 2 needs to be the other most recent College or High School you attended.

Prior School 1

*Prior School 1 Type:	<input type="radio"/> High School <input type="radio"/> College		
*School Name:	<input type="text"/>	City:	<input type="text"/>
County:	<input type="text"/>	State:	<input type="text"/>

Projects

Web self-service and Imaging – Technology Working Together

Scholarship Application:

- On-line applications
- Document image stored electronically in AX
- Data is updated in BANNER
 - SAAADMS Checklist
 - SAAADMS Contacts



Scholarship Application

Enrollment Information

Enrollment Term:	Fall 2006	Intended Major (If Known):	University CORE
Enrollment Status:	Beginning Freshman		
Were you selected as a National Merit Finalist, Semi-Finalist or Commended Student?:	No		

Personal Information

Applicant Last Name:	██████████	Applicant First Name:	██████████
Applicant Middle Name:	██████████	Preferred Name:	██████████
Birth Date (MMDDYYYY):	010419██	Ethnicity:	White (Non-Hispanic Origin)
Gender:	Male	Mailing Address:	██████████████████████████████
Mailing City:	██████████	Mailing State:	Georgia

Projects

Web self-service and Imaging – Technology Working Together

Scholarship Application:

- On-line applications
- Document image stored electronically in AX
- Data is updated in BANNER
 - SAAADMS Checklist
 - SAAADMS Contacts

SCT Banner - PROD

File Edit Options Block Item Record Query Tools Window Help

Options

Admissions Application Detail

Email Addresses

Checklist Rules

Checklist Detail

Mail Submission

Sources, Outside Interests and Comments

Application Questions and Answers

Student Mail

Bio/Demo Information

Admissions Application SAAADMS 6.4 (PROD)

ID: [REDACTED] Term: [REDACTED]

Entry Term: 200608 Fall 2006 Appl No: 1 Appl Date: 20-JAN-2006

Checklist Summary SAAADMS 6.4 (PROD)

Request	Description	Received	Item	Mandatory	Print
F50	Admission Application Fee	20-JAN-2006		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Item Description:				
HSTF	H.S. Transcript w/grad date			<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Item Description:				
HSTR	Official H.S. Transcript	06-FEB-2006	111277	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	Item Description:	Starr's Mill High School			
SCA	Scholarship Application	06-FEB-2006		<input type="checkbox"/>	<input type="checkbox"/>
	Item Description:				
SENR	Senior yr. schedule of classes	20-JAN-2006		<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Item Description:				

Admission request: LIST for valid codes;Count Query for Rules;HELP for Detail.

Record: 1/?

<OSC> <DBG>

SCT Banner - PROD

File Edit Options Block Item Record Query Tools Window Help

Options

Admissions Application Detail

Email Addresses

Mail Submission

Sources, Outside Interests and Comments

Application Questions and Answers

Student Mail

Bio/Demo Information

Person Comment

Student Holds

Admissions Application SAAADMS 6.4 (PROD)

ID: [REDACTED] Term: [REDACTED]

Contact/Application Cohort/Application Attribute SAAADMS 6.4 (PROD)

Contact Type	Description	Contact Date
SCA	Scholarship Application	06-FEB-2006 12:00:00 AM
SIG	Signed Scholarship App	06-FEB-2006 12:00:00 AM
SLIH	UHP Scholarship Application	06-FEB-2006 12:00:00 AM

Cohort	Description	Activity Date
		21-FEB-2006

Attribute	Description	Activity Date
		21-FEB-2006

Contact Type code; press LIST for valid codes.

Record: 5/9 List of Values <OSC> <DBG>

Projects

Web self-service, Imaging and Workflow – Technology Working Together

Graduate Admissions:

- Application for Admission is filled out on-line at CollegeNet.com.
- Application data is loaded into BANNER via AXIOM's bridge.
- *When all the supporting documents have been loaded into Xtender*, the Program Director is sent an email with a link to the applicant's documents through BANNER Workflow.
- Program Director clicks link to open and access electronic documents in XtenderSolutions.
- Program Director makes annotations on XtenderSolutions and records decision in the status.
- Workflow automatically notifies Admissions when the Program Director has made a decision.

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Lessons Learned!

Lessons Learned

- \$5000 scanners were not required for our departments. \$1700 Kodak i60's work great.
- Centralized departmental or building scanners could provide additional savings in hardware and maintenance costs.
- Dual monitors provide value for staff that require multiple systems (BANNER and XtenderSolutions) to be open at the same time.
- Choosing your 'go live' date is important.
- Project plans to ensure resources are identified and they understand their responsibilities.

Lessons Learned *continued*

- Important that vendors/consultants are chosen that understand and have access to BANNER routines/triggers/processes.
- Departments may still want to hold on to their paper.
- Imaging is simpler than people think.
- Consult with your Records Management office so they'll know what you're doing and can advise how archiving will be affected.
- Sometimes... it's important to create an image of the information collected through web self-service forms.
- It's best to store all the fields you collect on a web form in BANNER somewhere.

Imagination
to
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Future Plans!

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Future Plans

- Continue our “paperless initiative” using XtenderSolutions, AXIOM and Workflow when applicable to improve efficiencies.
 - Academic Advisement; Academic Intervention
 - Financial Aid Application and Awarding
 - Admissions’ Campus Visits/Tours Registration.
- Review our archival policies and build procedures to incorporate the imaging environment.
- Continue assessing opportunities to strengthen our outcomes for meeting our future objectives to increase Retention-Progression-Graduation.
 - Personalized student information/instructions through our portal, my.georgiasouthern.edu

Summary

- “Paperless” means quicker and more efficient service for our students and the ability to view and update information themselves.
- Students expect us to use technology to streamline our services.
- Technology can impact Retention, Progression, and Graduation.
- Workflow, Imaging, and Web Self-service help you:
 - Improve customer service and enterprise image.
 - Automate processes.
 - Save time and physical storage space.
 - Reallocate human resources.

Imagination to Realization



Questions & Answers

Thank You!

Ted Williams

e-Mail: tedwms@georgiasouthern.edu

Marty Orvin

e-Mail: morvin@georgiasouthern.edu

Jody Kemp

e-Mail: jkemp@georgiasouthern.edu

Please complete the on-line Evaluation Form
Evaluation Code 422

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