While taking steps to become paperless, Sampson Community College found new opportunities to improve common business processes.

QUICK FACTS

► Desired a solution to handle decades of accumulated paper files, with searchability as a top priority

► Implemented Etrieve first in student services with ongoing rollout to business office and beyond

► SCC's ERP is Ellucian Colleague®

KEY PLAYERS

► Brandon Wiggins, Advancement Officer

CHALLENGES

► Paper documents taking up too much space and not easily searchable

► Student services overwhelmed with records requests during registration and advisement

► Campuses spread across three counties

SOLUTIONS

► Etrieve Content™

► Etrieve Forms™

► Etrieve Flow™

► Serve™

SAMPSON COMMUNITY COLLEGE

CLINTON, NC

Sampson Community College is a 2-year public college in Clinton, North Carolina. Established in 1965, SCC serves around 1,500 matriculated students and 3,000 continuing education students. Students can choose courses from a wide variety of associate degree pathways or through SCC's Workforce Development and Continuing Education division.

For decades it has been a constant influx of forms, applications and other paperwork for Sampson Community College.

It's Time for a Document Management Solution

Each semester and every year filled filing cabinets, and those cabinets filled rooms.

"Essentially the past was taking up the present in a way that was impeding our ability to be successful moving forward," said SCC Advancement Officer Brandon Wiggins.

As concern grew over the physical space these paper files were consuming, student services led the push for a solution that would also aid them in answering data requests faster and more efficiently. On high volume days such as during registration or advisement, student services would be inundated with requests for counseling reports, transcripts or other portions of student records. Academic advisors simply did not have ready access to those records with SCC's current document management plan. It was clear that a new solution was required.

SCC viewed **Etrieve** as the answer. Within 3 months of their initial Etrieve Security training, **Etrieve Content** was fully operational within student services. Through utilization of Etrieve, advisors gained the ability to more easily search for and access student records. As a result, Etrieve quickly proved to be an invaluable asset for student services during peak registration and advisement weeks.

Increased Cross-Departmental Collaboration

With a goal to use **Etrieve** to its maximum potential at an institutional level, the implementation team at SCC focused on overhauling processes within every department to accommodate digital forms and approvals.

With a digital archive on hand, they wanted to get rid of all paper records not mandated to be kept and convert all paper forms to digital. The implementation team gained key insights into the internal machinations of their institution, providing clear benefits in other project areas.

"The most beneficial thing about using Softdocs is that it forced us, as an institution, to take a hard look at our current processes and why they were the way they were. Which then ultimately led to a budding culture of continual improvement and cross-departmental collaboration."

What's Next for SCC

The implementation team at SCC is currently cleaning up data in their enterprise resource planning (ERP) solution, **Ellucian Colleague**, in preparation for further rollout of **Etrieve** within SCC. Forms and approvals are being built out, as SCC continues to move toward becoming paperless.