

The Digitally Connected Campus

Columbia International University



**COLUMBIA
INTERNATIONAL
UNIVERSITY**

COLUMBIA,
SOUTH CAROLINA

- ▶ Christian non-profit university in Columbia, SC, educating people from a biblical worldview to impact the nations with the message of Christ
- ▶ Offers 24 undergraduate majors, graduate and seminary programs, professional certificates and online programs
- ▶ Student FTE: Nearly 1500, including undergraduate, graduate and online
- ▶ ERP: Jenzabar One
- ▶ Softdocs customer since 2019
- ▶ Utilizing Etrieve Forms, Etrieve Flow and Etrieve Content

“ *Our implementation of e-forms, workflows and content management began within our Admissions and Registrar’s Offices. It has made things much easier, and after only a short time, it is amazing how quickly we have come to depend upon Etrieve.* ”

MELISSA CHAMBERS

INFORMATION TECHNOLOGY
COLUMBIA INTERNATIONAL UNIVERSITY

CIU's Need for Consistency and Efficiency Leads to Etrieve

The various departments across CIU's campus were struggling to keep pace with student and faculty needs, due to dependence on paper-based forms and processes. And though they were storing all necessary documents, how and where often varied from office to office. As a result, consistency and availability continued to suffer. In an effort to improve efficiencies across the board, CIU moved towards a centralized content repository, electronic forms and automated workflow solution, Etrieve by Softdocs.

- ▶ **REGISTRAR** Seeking to deliver the optimal student experience, CIU prioritized the creation of e-forms and workflows that streamlined the collection, processing and approval of student-submitted information.
- ▶ **ADMISSIONS** For consistency and accurate evaluation, CIU chose to move all candidate documents to one centralized area.

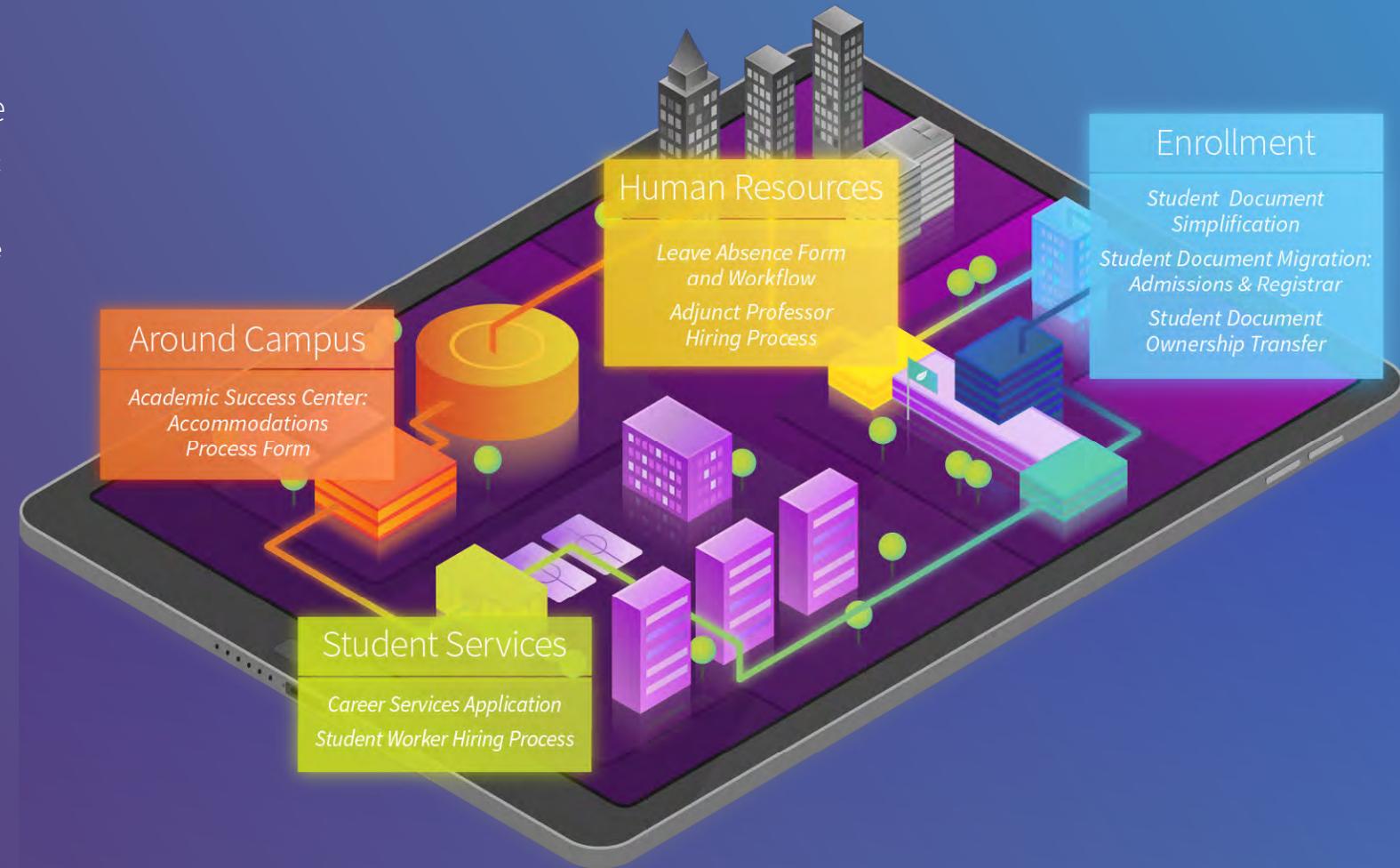
“ Etrieve is working great in our Admissions and Registrar's Offices. And since Etrieve is able to integrate with Jenzabar One, we are realizing more consistent, reliable documents and less time required to complete departmental processes. Plus, system users have adapted very quickly. ”

MELISSA CHAMBERS

Information Technology | Columbia International University

Next Steps

- ▶ Hired dedicated person to work on rolling out Etrieve to additional campus offices.
- ▶ Implementation of third-party (Jenzabar) authentication, providing access to forms for candidates, and eventually parents, that do not have Active Directory accounts.
- ▶ Expansion to additional departments, including Student Life, HR and Financial Aid.



“ Considering all the challenges of the past year, we have not implemented as many forms or migrated as many departments to Etrieve as we would've liked. We are ready now, and our expectation is that we will see exponential growth of the benefits we already enjoy with Etrieve. ”

MELISSA CHAMBERS

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