

The Digitally Connected Campus

Saint Michael's College



SAINT MICHAEL'S
COLLEGE

COLCHESTER, VERMONT

- ▶ Private, 4-year college in Colchester, Vermont
- ▶ Student FTE: 2,100
- ▶ Key Software: Ellucian Colleague, Raiser's Edge, Slate
- ▶ Softdocs customer since 2015
- ▶ Utilizing Etrieve for electronic forms, automated workflows and content management
- ▶ Migrated Registrar, Financial Services and Admission offices from ImageNow to Etrieve in 2020

“ Etrieve is a great product and very intuitive for end users. Plus, Softdocs provides great support. They set the bar really high for other vendors. ”

PETER CROSS

SENIOR SYSTEMS ANALYST
SAINT MICHAEL'S COLLEGE

Advancement to Registrar, FA and Admission— The Expansion of Etrieve Across Saint Michael's Campus

For over a decade, Saint Michael's had been using ImageNow as their content repository software within the Registrar, Student Financial Aid and Admission offices. However, after struggling through declining customer support and multiple company purchases which had led them to doubt the future viability of the solution, they decided it was finally time for a change. Since they were already successfully using Etrieve within their Advancement office for electronic forms, automated workflows and content management, the move to Softdocs for Enrollment was a natural transition.

“ I had some real concerns about moving documents off ImageNow. Not because we didn't want or need to, but because there were so many! And we had done a lot of different customizations. But, the Softdocs service team was top notch—very supportive and walked us right through the process. ”

PETER CROSS
Senior Systems Analyst | Saint Michael's College

Key Benefits and Achievements

- ▶ Successfully migrated hundreds of thousands of documents from ImageNow to Etrieve
- ▶ During the migration process, Saint Michael's took the time to delete unnecessary documents, re-think key document types and streamline workflows
- ▶ The intuitive, web-based Etrieve allowed for faster, easier access for end users, students and new hires
- ▶ Created an electronic form to actively track student COVID-19 vaccinations, collecting nearly 500 submissions in the first six weeks
- ▶ Started a project to scan in years of articles and files to support Advancement database, already eliminating 16 filing cabinets, gaining valuable office space and speeding access to key donor information
- ▶ Saint Michael's IT is able to handle most ongoing additions/changes

“ With the training we received from Softdocs, we are able to handle things like setting up forms, document type additions, security set-up and import lookups. With ImageNow, we had to go through their support and it would take weeks for even simple things. We are saving both time and money by switching to Etrieve. ”

PETER CROSS
Senior Systems Analyst | Saint Michael's College

