

The Digitally Connected Campus

Frostburg State University



- ▶ 4-year, public university in Frostburg, MD
- ▶ Student FTE: Approximately 3,600
- ▶ ERP: Oracle Peoplesoft
- ▶ Softdocs customer since 2021

The Road to Campus-Wide Efficiency — Frostburg State University

A road — a perfect analogy. One that started as a trail, and is leading to a freeway. That describes Frostburg State University's (FSU) travel plan for a successful roll-out of digital document management, electronic forms and automated workflows.

For nearly four years, Tim Pelesky (FSU Interim CIO) evangelized the benefits of a true enterprise content management (ECM) system. He knew ECM was necessary for FSU to be able to provide the kind of service that their students and staff needed and deserved. In addition, he was looking to eliminate an outdated forms solution and expensive eSignature plan. His enthusiasm spread, mobilizing support from potential users in HR and the Registrar's Office, and eventually a champion within the administration. In 2021, Frostburg chose to move forward, selecting Softdocs as their ECM provider.

“We evaluated several systems. Many required too many technical resources, didn't have an integrated forms solution or lacked an effective content management piece. The value that Etrieve by Softdocs provides, made selecting it a slam dunk.”

TIM PELESKY

INTERIM CIO | FROSTBURG STATE
UNIVERSITY

Frostburg State University: *Traveling Fast*

The initial roll-out of Etrieve began quickly, with concentration in the student facing departments of Admissions and Financial Aid. Completing the migration of documents into Etrieve’s digital document repository, FSU Associate Director of IT Applications and Development, Reid Bluebaugh, and his staff, turned to evaluating department workflows and building out electronic forms. However, after losing several key users and IT resources, the leaders of the project decided to shift their focus.

“In a short period of time, Etrieve has become an integral solution within several key departments. Now we are concentrating on cross-training multiple people in order to maintain momentum as we continue to roll it out.”

REID BLUEBAUGH

ASSOCIATE DIRECTOR OF IT APPLICATIONS AND DEVELOPMENT
FROSTBURG STATE UNIVERSITY

KEY WINS AND MOVING FORWARD

- ▶ Focus on Athletics department, rolling out forms and eliminating a costly eSignature solution.
- ▶ Automation of document transfers from other vendors, to eliminate manual loading.
- ▶ Concentration within HR, to increase efficiencies and build staff visibility into the benefits of Etrieve.
- ▶ Continued support of existing content, forms and workflows set up within Financial Aid and Admissions, including adding past transcripts.



“Previously we had a forms solution that wasn’t as feature robust as we needed and an eSignature solution that was too expensive to scale. With Etrieve we gained a toolkit that enables us to cost-effectively replace both, while also providing the document management we needed.”

TIM PELESKY

INTERIM CIO | FROSTBURG STATE UNIVERSITY