The Digitally Connected Campus
Fresno Pacific University

- ▶ 4-year, private university in Fresno, CA
- ▶ Student FTE: Approximately 3,500
- ▶ ERP: Ellucian Colleague
- ▶ Softdocs customer since 2010, leveraging Serve, Softdocs' print customization tool
- ▶ Etrieve implementation in 2016; now using eForms, workflow automation and document management

Fresno Pacific's "Moneyball" Attitude with eForms, Workflows and Document Management

Fresno Pacific University believes in "connecting every student's untapped potential with unlimited opportunity". Toward that end, they began an initiative to end their paper-based processes by moving to Etrieve, an integrated eForm, automated workflow and digital document management solution. Along the way, they have hit a few home runs in their use of Etrieve. More importantly they are now consistently getting on base — daily wins that have resulted in substantial staff **time savings**, improved **process transparency** and delivery of a **superior student experience**.

> "At first we were mainly looking for a secure document repository for our student files. But now we have embraced Etrieve to build smart, electronic forms and dynamic workflows. The result is efficient, accurate processes that provide the best experience for students and staff."

CATHERINE LUSK
SYSTEMS ANALYST | FRESNO PACIFIC UNIVERSITY

Creating a Better Experience… Daily Successes to Big Wins

With the initial focus on student-facing processes such as Financial Aid and the Registrar, FPU is now expanding to include HR, the Business Office and IT. They are systematically eliminating paper forms and processes that often included physically walking forms around campus. Efficiency gains and time savings are only a few of the benefits they are reaping.

KEY WINS AND MOVING FORWARD

▶ Integrated eForms with Ellucian Colleague, improving accuracy, speed and student/staff experience

▶ Improved efficiency and gained valuable space by eliminating paper-filled filing cabinets

▶ Freed up significant staff time to complete more important activities

▶ Quickly rolled out COVID-related forms and staff communications during pandemic

▶ Improved security and accuracy of data by limiting control and access rights

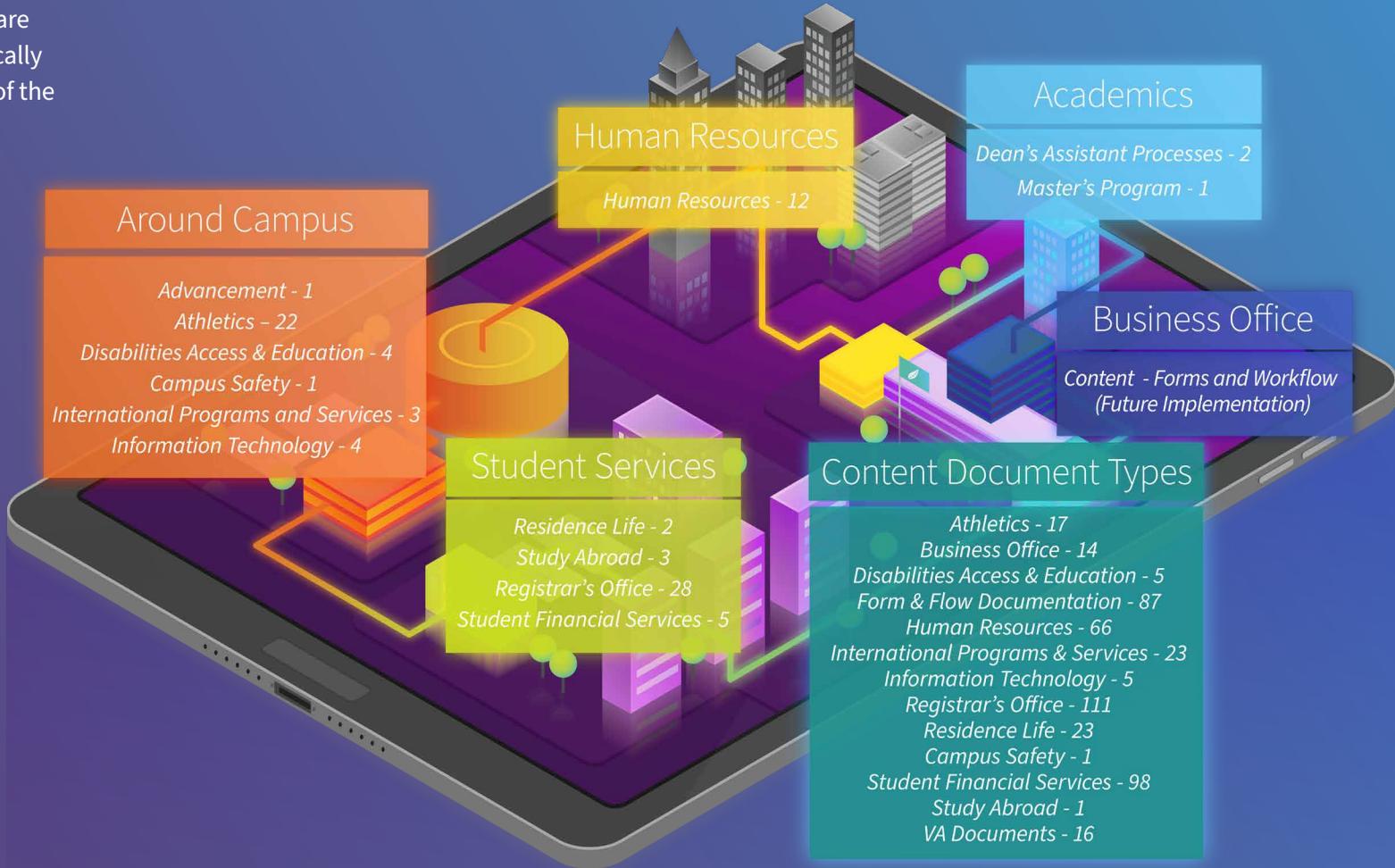> " *Paperless, efficient, easy and mobile — that is how students and staff want and expect to do business these days. We now offer a better, more professional experience through our use of Etrieve.* "

STUART CONRAD
SYSTEMS ANALYST | FRESNO PACIFIC UNIVERSITY

THE HOME RUN

The FPU team was presented with a unique challenge when asked to solve a specific student concern. As part of FPU's late registration, fees were applied to the student bill well after the actual registration process was complete, often causing the students to question the charge. The FPU team worked with multiple departments and incorporated electronic payments directly into the Etrieve process, eliminating multiple, time-consuming steps and the need for collection services. But the real win was with the students.

Around Campus

Advancement - 1
Athletics – 22
Disabilities Access & Education - 4
Campus Safety - 1
International Programs and Services - 3
Information Technology - 4

Human Resources

Human Resources - 12

Academics

Dean's Assistant Processes - 2
Master's Program - 1

Business Office

Content - Forms and Workflow
(Future Implementation)

Student Services

Residence Life - 2
Study Abroad - 3
Registrar's Office - 28
Student Financial Services - 5

Content Document Types

Athletics - 17
Business Office - 14
Disabilities Access & Education - 5
Form & Flow Documentation - 87
Human Resources - 66
International Programs & Services - 23
Information Technology - 5
Registrar's Office - 111
Residence Life - 23
Campus Safety - 1
Student Financial Services - 98
Study Abroad - 1
VA Documents - 16

> " *By incorporating electronic payments directly into the registration process, we were able to eliminate hours of staff time as well as create a better experience for our students.* "

CATHERINE LUSK
SYSTEMS ANALYST | FRESNO PACIFIC UNIVERSITY