

Welcome to today's **University Business** web seminar

The Modern Campus: How to Succeed at Digital Transformation



Dwayne Marshall
IT Professional
II/University Records
Officer
Prairie View A&M
University



Grace Ding
Education Marketing
Manager
Laserfiche

Thank you for joining us! The web seminar will start promptly at 2:00 ET.

The Modern Campus: How to Succeed at Digital Transformation

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For technical support:

Use the Chat panel at the right of your screen. Select the name of our event producer, Jason York, and type your message.

"Chat" for tech support

No computer speakers? Prefer to listen privately?

Dial the phone number and access code posted in the Chat window.

To submit a question to our panel:

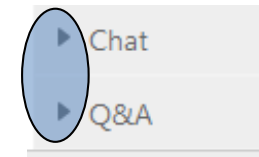
Use the Q&A panel at the right of your screen. Send your question to All Panelists, the default option.

"Q&A" for panelist questions

Ask:

Don't see a panel?

Click the "expand panel" triangle in front of the panel name.



Need to access the presentation at a later time?

Everyone will receive an email with links to the slides and archive recording.

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This web seminar is sponsored by:

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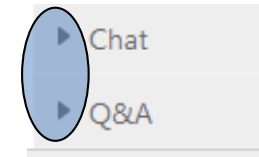
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The Modern Campus: How to Succeed at Digital Transformation

Presenters



Dwayne Marshall

IT Business Analyst &
University Records Officer
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Grace Ding

Education Marketing Manager
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grace.ding@laserfiche.com



Laserfiche Presence in Higher Education

- **Over 17 years of experience** in driving student, faculty, and staff success for public research universities, community colleges, and private institutions.
- Specific solutions **designed for higher education** (e.g., Student Forms, Financial Aid, Tenure & Promotion, Grant Administration)
- **Committed partnership** with higher education customers to produce successful solution designs



“Laserfiche process automation suite modernizes campus operations and streamlines communications with students, faculty, and staff.”



Featured in **EDUCAUSE Review** for high-impact ECM solution designs for student achievement and operational efficiency.



Highest-rated content services platform* on the **Gartner Peer Insights** with a 4.7 out of 5 star rating and 152 verified reviews.

*Of vendors with over 10 reviews

Laserfiche Overview



Who am I?



- Native of Kingston Jamaica.
- Bachelor's degree in Mechanical Engineering and Master's in Business Administration from PVAMU.
- 11 years HR experience, working in the following areas: Immigration, Employment, Web Development, Records Management and Systems Analysis.
- 8 years in the IT field managing User access controls, document imaging and IT Business Analysis.

Prairie View A&M University

- Second oldest public institution of higher education in Texas that was established in August 14, 1876
- One of the 11 universities that make up the Texas A&M System
- 9,000+ students
- 1,200 employees
- Student to Faculty ratio of 18:1
- NCAA Division 1
- 50 Baccalaureate Degrees, 37 Master's Degrees, 4 Doctoral Degrees

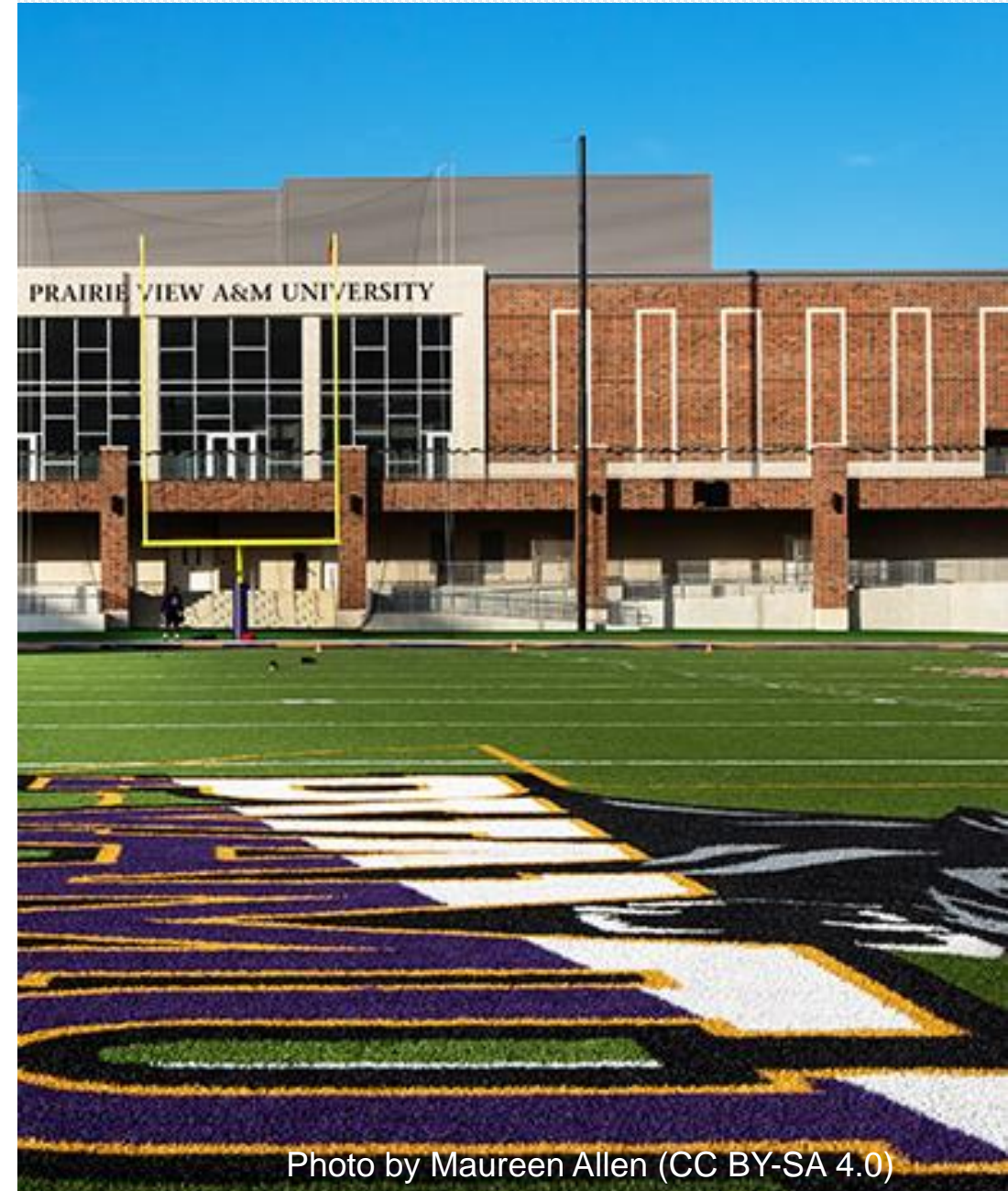


Photo by Maureen Allen (CC BY-SA 4.0)



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Poll Questions

1) Within your institution's business operations, what are the main causes of process inefficiencies?

- Over reliance on paper processes
- Lack of interdepartmental communication
- Duplicate manual entries into multiple primary systems
- Inefficient process design
- There are no process inefficiencies
- If other, please specify

Please answer in the
Poll section to the right



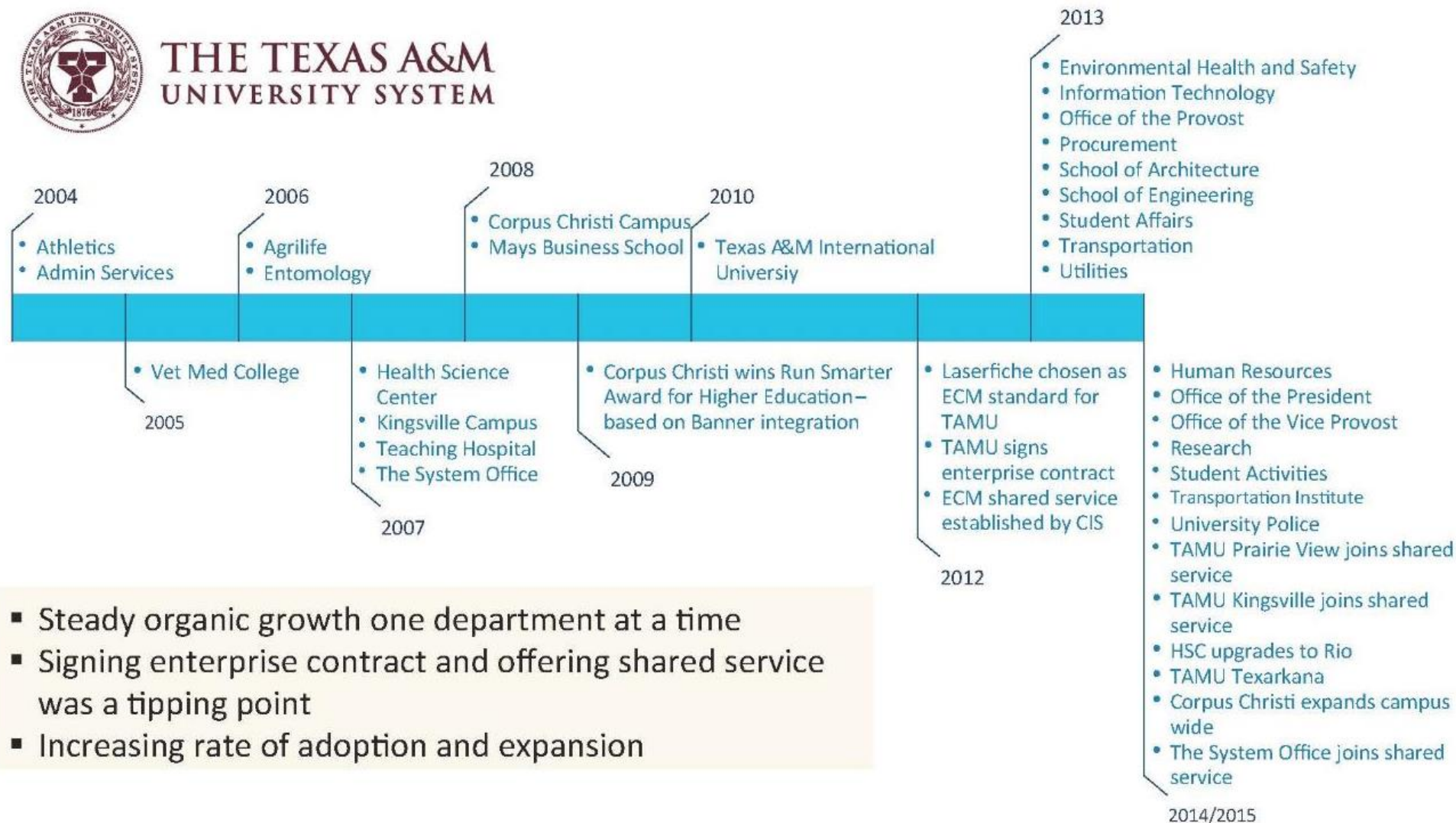
2) Do you have a strategy for digital student records management compliant with state and federal regulations?

- Yes
- No

Laserfiche Adoption at Texas A&M



THE TEXAS A&M
UNIVERSITY SYSTEM



- Steady organic growth one department at a time
- Signing enterprise contract and offering shared service was a tipping point
- Increasing rate of adoption and expansion



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The Push for Digital Transformation

- In 2010, initiative from the Vice President to modernize paper-based processes and go digital
- Implemented Laserfiche in 2011 locally as main document management system for all business related documents.
- Moved over to the Shared Services at Texas A&M in 2013 to take advantage of cost savings



The Push for Digital Transformation

- Laserfiche chosen as solution:
 - ✓ Storage of documents in multiple formats
 - ✓ Fine grain access options for user security
 - ✓ Tools for large scale scanning & importing of documents
 - ✓ Ability to create workflows and forms

Athletic Season Pass Purchase

Old Process

Old Process	Challenges
<ul style="list-style-type: none">Employee fills out paper form and submits to Payroll Office either directly or through campus mail services.	<ul style="list-style-type: none">Forms would be missing data and sometimes routed incorrectly and end up misplaced on someone's desk.

Athletic Season Pass Purchase

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Athletic Season Pass Purchase

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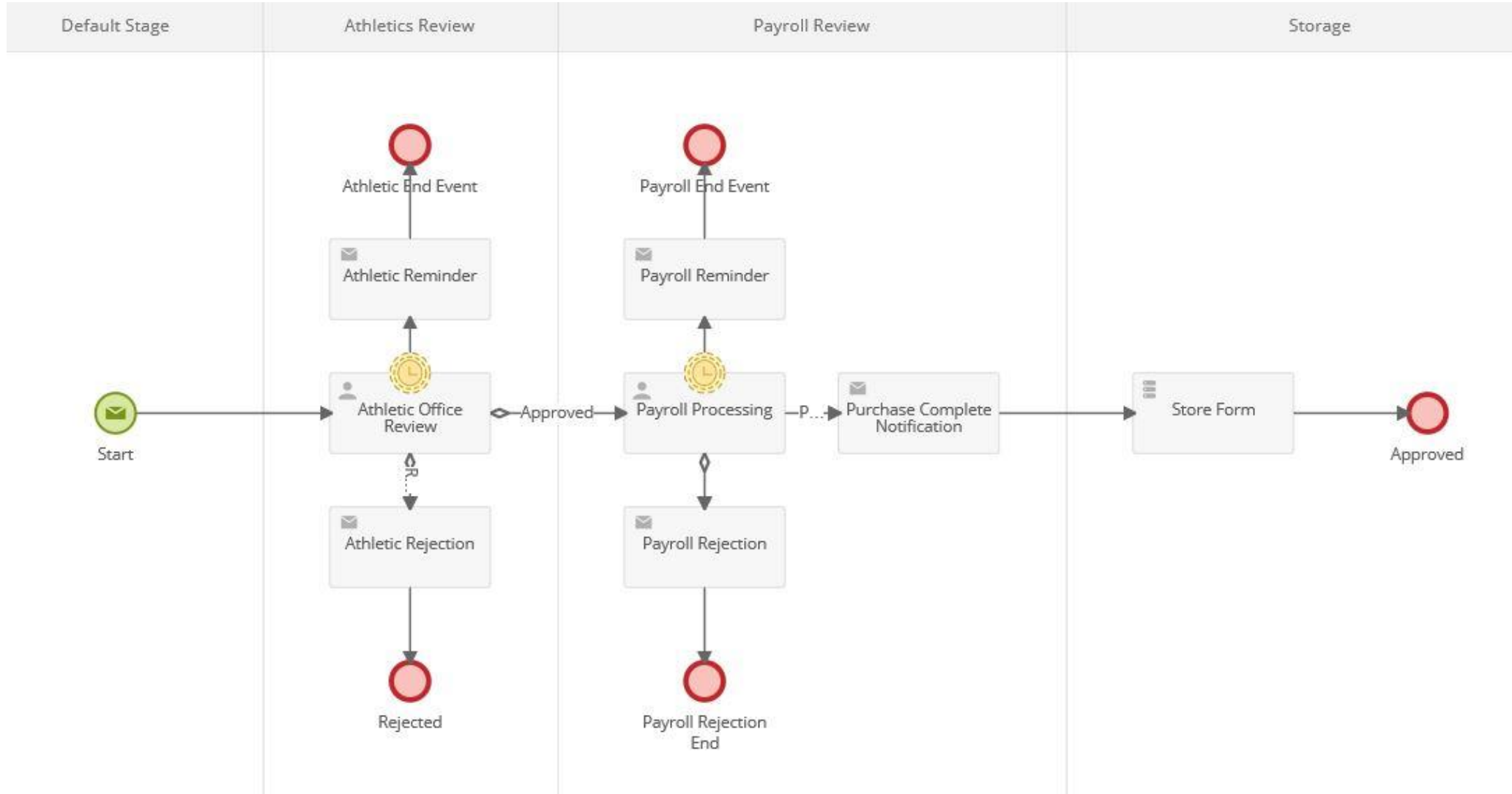
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Athletic Season Pass Purchase

Digital Process



Athletic Season Pass Purchase Form



PVAMU Athletics Season Pass

Personal Information

First Name *	<input type="text"/>
Last Name *	<input type="text"/>
UIN *	<input type="text"/>
Department	<input type="text"/>
Phone Number	<small>Phone number to contact you if there are any questions regarding this purchase.</small> <input type="text"/>
PVAMU Email *	<input type="text"/>
How are you paid?	<input type="radio"/> Bi-Weekly <input type="radio"/> Monthly

Season Pass Options

Packages

- | | |
|---|--|
| <input type="checkbox"/> Panther Premium Pack | <input type="checkbox"/> Panther Pride Pack |
| <input type="checkbox"/> Football Gold Elite | <input type="checkbox"/> Football Purple - General Admission |
| <input type="checkbox"/> Basketball Pack | <input type="checkbox"/> Basketball Floor Seat |
| <input type="checkbox"/> Baseball Pack | <input type="checkbox"/> Women's Volleyball Pack |
| <input type="checkbox"/> Women's Soccer Pack | <input type="checkbox"/> Women's Softball Pack |
| <input type="checkbox"/> Panther Cub Club | |

Declaration

I hereby authorize the Prairie View A&M University Payroll Office to deduct a fee from my paycheck for an Athletic Season Pass and/or Athletic Director's Club Membership. I understand that payroll deductions can only be terminated if the season pass and membership balance is paid in full. I also understand that if I terminate my employment with the University, I am responsible for any unpaid Athletic Season Pass and/or membership balance. Any unpaid Athletic Season Pass and/or membership balance may be paid in a lump sum to Athletics or when available, the full balance may be deducted from your final paycheck.

The first deduction will be taken in October and the last deduction in May.



Athletic Season Pass Purchase

Improvements

- Reduced processing time from roughly 2 weeks down to 2 days
- Reduced paper use by 100%.
- Employee folders were created and all supporting documents were filed instantly
- Employees would get email communication instantly
- Increased revenue from purchases compared to previous year



Photo by Sharon Ellman, Copyright © ellman photography



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A&M UNIVERSITY

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New Hires Onboarding

Old Process

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<ul style="list-style-type: none">• Department selects candidate and enters information into Workday.	<ul style="list-style-type: none">• Employees had a hard time figuring out the data fields to complete because Workday was a new system.

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<ul style="list-style-type: none">• Department selects candidate and enters information into Workday.• Workday form routes to multiple areas for review which involved a lengthy back and forth of actions between department and HR that often confused the users.	<ul style="list-style-type: none">• Employees had a hard time figuring out the data fields to complete because Workday was a new system.• Workday system had multiple steps which was not clearly defined as to who had to take action on the request.

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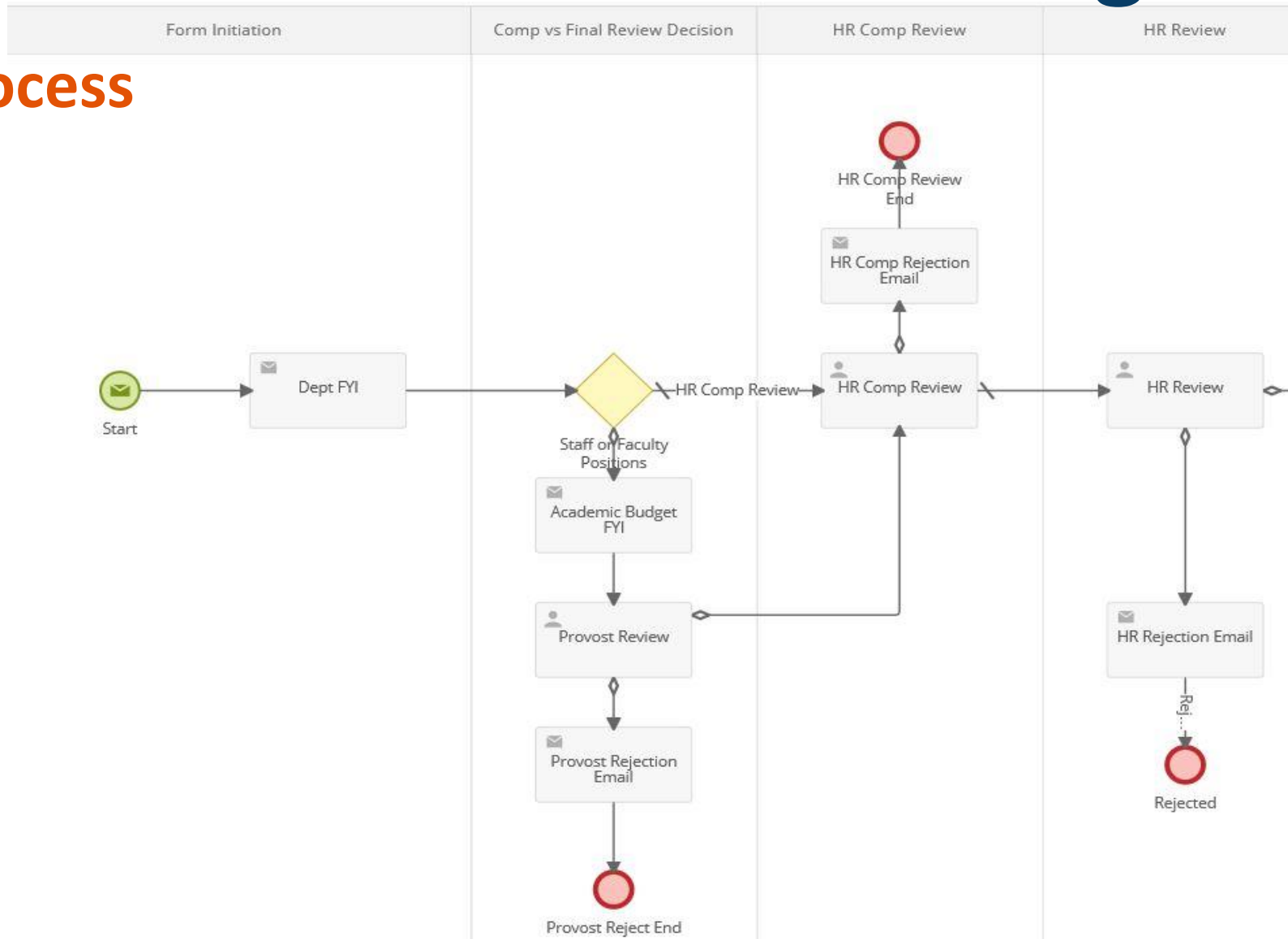
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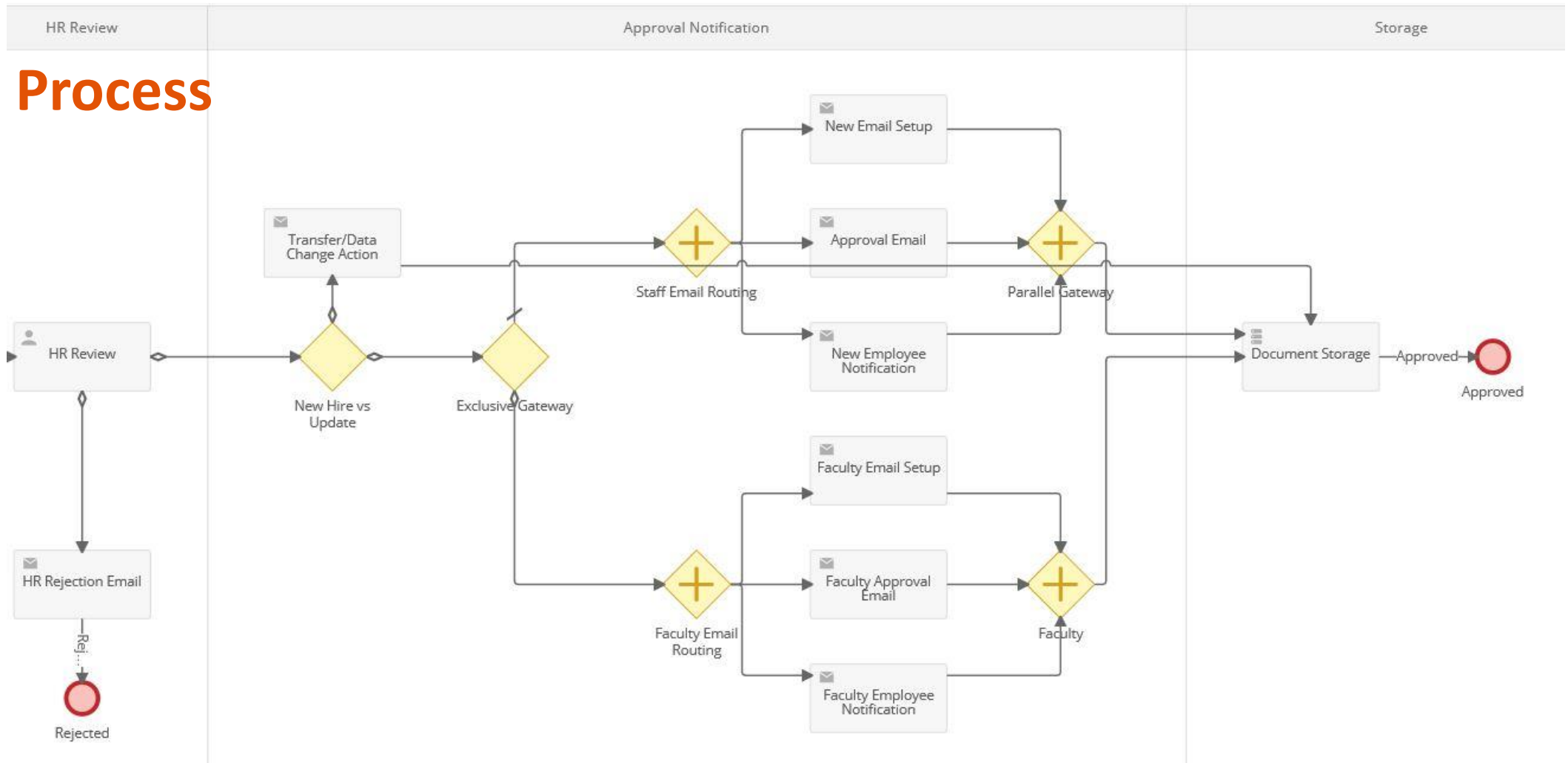
New Hires Onboarding

Digital Process



New Hires Onboarding

Digital Process



New Hires Onboarding



HR_New Hire Selection Form

Completion of this form authorizes the Office of Human Resources to initiate all steps of the hiring and onboarding process on behalf of the department in Workday.

Hire Action*

Department Information

Hiring Department*

Hiring Adloc*

Hiring Manager*

Hiring Manager Email*

If the Director reports to a Dean or AVP, then the Dean or AVP should be listed

Director/Dean/AVP*

Director/Dean/AVP Email*

HR Contact*

HR Contact Email*

Proposed Hire's Information

This information will be used to create the new employees email account. The email account will include the first name initial, middle name initial, and last name. Example: John Doe Smith will be **jdsmith@pvamu.edu**. Hyphenated names will be set up without the hyphen. Please communicate any uncertainties with your new hire to ensure that their email account is correctly set up.

Has the individual ever worked for TAMUS or any of its member institutions?*

- ☐ Yes
☐ No

Is the individual transferring from another TAMUS institution or a state agency without a break in service?*

- ☐ Yes
☐ No

Will this hire be filling a Research related position?*

First Name* Must be as it appears on application.

Middle Initial* Type N/A if unknown.

Last Name* Must be as it appears on application.

Building & Rm. #*

Office Telephone #* Enter department's main number if a number has not yet been established.

Hire older than 18?*



New Hires Onboarding Improvements

- Reduced paper use by 75%
- Onboarding process went from a two month process to a two week or less process because all necessary documents that were needed were attached
- Employee folders were created and all supporting documents were filed instantly
- All parties involved were notified at the same time when there was a status change related to the hire
- IT now receives request for new email accounts prior to the new hire showing up on campus



Digital Transformation

- Efficiency
- Communication
- Transparency
- Compliance



Best Practices

Business decision makers need to:



Involve IT sooner than later to get a better understanding of what resources will be involved and potential implementation timelines.

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Take a holistic view of the problem, potential solutions and find ways to improve efficiencies in other areas.

Best Practices



Do your own research into any Federal/State Laws that the process has to be in compliance with.

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Find vendors that you can partner with and look for one that is progressive and has offerings that can meet the diverse needs.

Future Projects

- Implement database lookups to be able to prepopulate a lot of the forms data as well as to assist with the routing of forms.
- Implement forms solution to student related requests and integrate with Banner.
- Move all forms/processes that can be performed as a payroll deduction into an electronic process.



The Modern Campus: How to Succeed at Digital Transformation Q&A

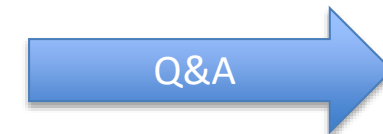


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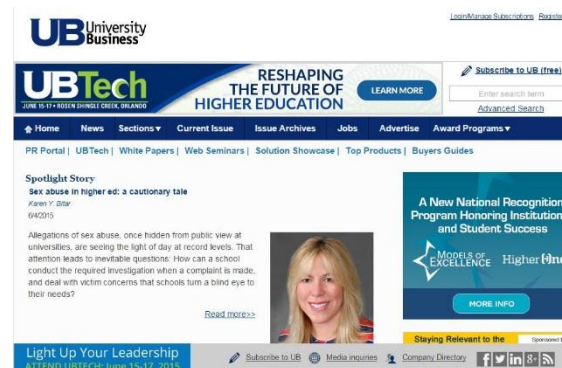


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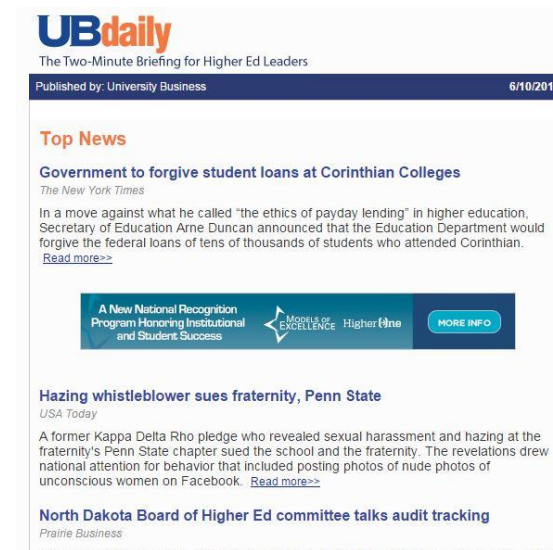
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<http://www.UniversityBusiness.com/Web-Seminars>

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