



NUANCE

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CASE STUDY

EDUCATION INDUSTRY

Walla Walla College

Taking the pain out of paperwork

CHALLENGE

- Student Records Department maintained records for all current and prospective students while the Academic office maintained a complete copy of each folder
- Folders had to be continuously updated with correspondence and additional student information
- Files were sent back and forth via intercampus mail and could take anywhere from a week to as much as two months to arrive at its destination
- Thousands of copies of paper documents were being made and routed around the campus accounting for large volumes of intercampus mail
- Files were frequently getting lost

STRATEGY

- Purchased an imageRUNNER with eCopy™ ShareScan®
- Created a Quick Connect Button to customize the copier
- Records are scanned, identified with the student ID number and document type, and sent to a virtual file folder accessible via the web

RESULTS

- Authorized faculty and staff are now able to access student records instantly over the Web
- Eliminated thousands of paper copies
- Greatly reduced burden on intercampus mail system
- Virtual folders are always up to date and individual records no longer need to be sent around campus

ABOUT WALLA WALLA COLLEGE

Founded in 1892, Walla Walla College is a private college located in southeastern Washington State and affiliated with the Seventh-day Adventist Church. More than 1,900 students of diverse backgrounds attend the school, which spans several remote campuses, including a School of Nursing in Portland, Ore., and a marine station on the Puget Sound near Anacortes, Wash. A graduate social work program is offered in Missoula and Billings, Mont. The college has over 350 employees, including 201 faculty members, 120 of whom are full-time.

“eCopy Quick Connect was the perfect solution for our paper integration and document indexing needs, enabling us to greatly streamline and simplify our process of scanning documents to the Web. The learning curve was almost nonexistent.”

— John Ash

Research and Development Manager
Walla Walla College

WITH THOUSANDS OF RECORDS IN MANILA ENVELOPES...

Walla Walla College's Student Records Department was looking for ways to minimize lost files and increase office efficiency. The Department maintains records for all current and prospective students in a manila file folder, indexed with a seven-digit student ID number. The folders store completed application forms, high school and college transcripts, copies of letters, test results, and other related documents. The Academic Advisement office maintained a complete copy of the student folder, sending it via intercampus mail to the student's faculty advisor.

As additional records and/or correspondence were received, copies of these new documents would be sent to the faculty advisor for incorporation in the student's file, and these supplemental documents were sometimes misplaced or misfiled. Should a student change advisors, due to a change in major or other reason, the folder would be returned to the Academic Advisement office, where its integrity would

Walla Walla College Case Study

be verified to determine whether any items were missing, and then forwarded, again via intercampus mail, to the new advisor.

“The eCopy implementation has been so successful, we plan to deploy similar solutions in other departments at the College.”

— **John Ash**
Research and Development Manager
Walla Walla College

WALLA WALLA PURCHASED A NETWORKED CANON 5020I COPIER...

equipped with eCopy ShareScan. John Ash, Walla Walla College’s Research and Development Manager used the eCopy Quick Connect feature to customize the copier’s interface to develop an easy to use scanning capability that enabled users in the Student Records Department to quickly and easily scan records to a virtual folder accessible via the Web. Documents are scanned to PDF and identified right at the Canon copier with the student ID number and document type. Those fields, along with an automatically generated date and time stamp, are combined into the name of the PDF file which is then transferred to the Web server where it is filed in a virtual student folder. Authorized faculty and administrative staff are then able to easily search for student records by name, D number or other identifier, displaying all records for that student on one screen. Records can then easily be viewed, moved, renamed, or deleted based on need and authorization.

THE PRIMARY BENEFIT TO WALLA WALLA COLLEGE WAS AN INCREASE IN EMPLOYEE PRODUCTIVITY...

Now student advisors are able to access student records instantly over the Web, with no wait or problems associated with interoffice mail. This has eliminated the thousands of paper copies that were made each year to be sent to faculty advisors, and reduced the burden on the intercampus mail system. Since new documents are scanned into the system at the point of receipt, the virtual folders are always up to date and individual student records no longer need to be sent to faculty advisors for incorporation into a paper folder. Additionally, the verification step required when a student changed advisors is completely eliminated, saving time, money and aggravation.

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