

Northland Pioneer College – Title 3 Training Funds 9/26/6

1. Document imaging seminar

Last Friday, Sandra Cruz, Bob Voytek, and I drove to Phoenix (at Radisson at Fort McDowell) and attended a day-long seminar on document imaging. Rick McDonald was also there, as were several folks from NPC. We are beginning the first steps to explore document imaging as part of the Title III cooperative grant with NPC. The group that hosted the event was Liberty/DocUnited or LibertyNET. Since the seminar was not specifically geared to higher education, I have added some relevant notes below.

AGENDA AND NOTES

The agenda (and some of the key points) for the meeting included:

- Introduction to document management
 - LibertyNET is a flexible document management solution that reduces costs by automating tasks
 - Capabilities of LibertyNET include:
 - Document imaging
 - Capture and store files from multiple sources in one secure system
 - Electronic document management
 - Includes storage and disaster recovery
 - Document requests or queries
 - Records management
 - Automated indexing
 - Process automation
 - Workflow
 - Rules-based processing (if/then conditions)
 - Digital asset management
 - COLD/ERM
 - E-forms
 - Approval routing
 - E-mail management
 - Collaboration and EDMS-enabling
 - Line-of-business applications
 - The system is “designed to allow organizations to quickly deploy solutions without a programmer, and to incrementally expand over time as business needs dictate.”
 - A LibertyNET handout titled “LibertyNET meets the needs of educational institutions” gives a partial list of clients—here are a few that caught my attention:
 - Colorado Community Colleges (15 campuses)—may be a good group to check with on their satisfaction with the product and their use of it
 - Some California State Universities (Dominguez Hills, Sacramento)
 - Some University of California campuses (Irvine, Santa Barbara)
 - Here is part of the educational marketing script (from a handout):
 - “With tens of thousands of students and dozens of forms related to financial aid and student registration, efficient information management is essential to the daily operations of educational institutions Integrated with existing applications such as student information and financial aid systems, LibertyNET is truly an enterprise-wide central repository that ties together information management needs.”
 - Banner—I have a case study from University of South Florida available to anyone who would like to read it.

- “The University has integrated LibertyNET with their existing Student Information System (SCT BANNER). LibertyNET provides the automation of the financial aid procedure, streamlining processing and disbursement of students’ funding electronically.”
 - “USF serves about 37,000 students ...” (on various campuses)
 - “A LibertyNET and Cardiff integration provides the capability for the system to capture financial aid forms via seven campus scanners. Forms are also being entered into the LibertyNET system via e-mail transmissions through digital senders. This integrated LibertyNET-Cardiff link automatically captures the financial aid form data, and exports this data together with the imaged form directly to LibertyNET. Indexing is done both manually and through an automated process where certain fields on the form, such as Social Security number, are automatically extracted from the image through a zone OCR process. Images and their indexes are stored in a central repository on-site. Pre-built searches are designed for subsequent retrieval by various campuses.”
- New system design
- Introduction of a new product called DUO
 - Documents United Online
 - Remote support tools
 - Can track retention and destruction dates of files
 - Can use zone OCR
 - Good security
 - Easy linking of documents
- Attach plus presentation
 - E-mail encryption
 - Allows sending encrypted e-mail; PW to open is delivered separately
 - Could address some needs of handling documents sent to students or even things like moving confidential information within the college
- Kofax presentation
 - Service-oriented and open-architecture technology
 - Largest capture organization in the world
 - Proven barcode technology
 - Superior scanning (handles things like low contrast logos, dot matrix text, highlighters, stains, carbon copy handprints, shaded background, colored paper, etc. (the demo was impressive))
 - Founded 1985
 - Early products pioneered concept of PC-based document image processing
 - Led industry with development tools to simplify integration of document imaging
 - In 1995 introduced Acent Capture ®—shrink-wrapped information-capture application
 - 1998—entered scanner-based image processing with VRS (patented technology, also known as VirtualReScan ®)
 - Kofax markets itself as “clear market leader and *de facto* standard in capture application software, device connectivity and image processing”
 - Recommends use of Canon scanners
 - Has tool called e-formizer (converts html to xml)
- System design workshop
 - Basically, answer all the “reporter-type questions”—who, what, where, why, how, etc.
 - Define requirements
 - Document the process flow and business rules
 - Define the infrastructure of applications
 - Create specific application needs

- Develop implementation plan
- Another way to describe the process:
 - Discover (what types of docs, etc.)
 - Analyze
 - Design prototype of system
 - Document how to use (screenshots and simple directions)
 - Crucial—ask same question of multiple people in multiple ways
 - Use active and reflective listening
 - Take copious notes
 - Confirm your understanding
 - And so forth
- How fast can documents be made digital?
 - In one company, 300,000 documents were made digital and indexed in 2 days by 2 people (75,000 documents per day per person)
- Records retention rules
- E-forms
 - Routable digital forms (leave requests, student petitions, waivers/substitutions of graduation requirements, graduation applications that need adviser signature, etc.)
- Solving business problems

TECHNOLOGY DEFINITELY MOVES ON

I've participated in extensive reviews of document imaging systems 5-10 years ago in WA. Some of the systems and capabilities we saw on Friday, and the easy GUI interfaces, were quite good. The technology has continued to advance, of course. Features like automation of retention date expiration and advanced OCR and pattern recognition are becoming very sophisticated.

SOME POSSIBLE NEXT STEPS THAT COME TO MY MIND

The main thing I came back with this for Title III and CCC document imaging is this:

- First step is to define what documents we would want to image
- Then quantify those and also describe them (shape, paper stock, color, etc.)
- Then give a time dimension (how soon would we want to have them all digital)
- Tie that into other processes and goals (e.g., if we ask all students to register online, what will that do to reduce paper, and thus reduce the need for document imaging?)
- Fit this all into Title III funding, requirements, and timeline
- Work the issue thoroughly with all stakeholders at both colleges
- Continue to look for seminars to attend, but also work with Title III team to see if we can host a vendor "fair" where a series of vendors come to present their products to NPC and CCC in say half day meetings (maybe 4-6 vendors—whichever we identify as the top of the list for our Title III grant needs)