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# Document Imaging at Salem State University

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Implementation of  
Hyland OnBase ECM

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## History & Background

### OnBase software selection

Salem State University established its relationship with Hyland in 2005 through AMS Imaging of Warwick, RI, a reseller of OnBase Enterprise Content Management (ECM). OnBase ECM was implemented in 2006 to replace the University's Minolta Image Management System (MIMS) utilized by the Registrar's Office to store images of student records. Minolta was no longer supporting maintenance of MIMS. This factor created an urgent need for the University to select and implement a new imaging solution.

Hyland's OnBase system was selected due to its simplicity and robust features. The Minolta MIMS system was a very basic scan, proof, store, and retrieve system. All documents were stored in a single student file. Therefore, a single student file would increase in page numbers over the career of the student. Subsequent retrievals would require paging down through the file. Oldest document would be filed last. However, OnBase provided a solution to allow indexing of documents to document types, allowing for quicker and easier back end retrieval.

Other key features at time of selection:

- Access via a HTML web browsers: Microsoft Internet Explorer, Netscape Navigator, Mozilla
- Import and index from direct upload (network print queue, email queue, file server)
- Supports Microsoft Office file formats, Adobe PDF, HTML forms, MAPI-compliant email and attachments
- Barcode recognition
- Annotation, redaction, sticky notes
- Integration with Microsoft NT or Novell security systems
- Supports Microsoft Active Directory Service (ADSI) and is integrated with Active Directory implementation of Lightweight Directory Access Protocol (LDAP).

Another key factor in the selection process for OnBase was that it was an out-of-the-box solution that would not require customization. It allowed the University to only start out with functionality that was needed due to the OnBase integrated, but modular design.

Gartner Research in 2003 provided a favorable report and review on Hyland Software, and its OnBase software suite:

*Hyland OnBase is best suited for organizations looking for an easy-to-use, rapidly implemented solution for document imaging, workflow and enterprise report management applications. Consider alternative solutions if your requirements dictate a vendor able to support a broad range of enterprise content management applications (for example, sophisticated compound document management, document assembly or Web site management) in a global environment (Shegda, Gartner, 2003).*

## OnBase imaging implementation

The implementation began in June 2006 with IT preparing the server and client based environment. The client based workstation, and the web clients would be secured by user id and password directly in OnBase on the server. Access to the server is only available within the internal network domain; therefore, access to OnBase via the web client would require establishing a virtual private network (VPN) connection from outside the network domain.

Members of the Registrar's administrative staff met with AMS Imaging implementation team over a period of two months to map out a strategy for the conversion. Business process mapping and fit-gap analysis was conducted to determine the optimal configuration settings, and creation of document types and document type groups, scan queues, keywords, and indexing conventions.

During the analysis process, documents were identified that originated and/or intersected with other business units such as Admissions, Financial Aid, Veterans Affairs, and the Bursar. Document types and document type groups were mapped for those business units with associated scan queues conceptualized for future roll-out of OnBase to those offices.

In August 2006, the actual conversion and implementation occurred over a period of five business days. AMS Imaging converted 31,000+ folders storing 32,000+ documents comprised of 425,000+ pages from the Minolta MIMS system over a weekend to reduce the impact of scanning down time. The OnBase software was loaded and configured on the server, the scanning workstation was set up and configured, and a basic system configuration was set-up to quickly enable the Registrar's Office to begin imaging in OnBase. Additional and advanced OnBase functionality was to be set-up and maintained by the University's Information Technology staff after requisite training. AMS Imaging provided a half-day of onsite end-user training to Registrar's staff members, and technical operations training to IT staff. Cut-over to OnBase was immediate.

## Expansion and Work-flow

In 2009, the University had out grown its current undergraduate admissions office location due to the merging of undergraduate admissions, transfer admissions, and graduate admissions. A new office space was configured; however, it was determined that the new office location could not contain the physical filing cabinet capacity required to support the three merged departments. Expanding usage of OnBase to the Admissions office would eliminate the need for a physical file for the documents of applicants to the University.

Additionally, document imaging for Admissions preserves document integrity as an electronic back-up to the physical, hardcopy documents, to be used in the event that a hardcopy document is no longer usable in its physical form, destroyed, or misplaced; makes documents easy to find and retrieve as an electronic alternative to retrieving physical documents from a filing cabinet, and serves as insurance as a method of recovering documents in the event of a disaster.

Furthermore, this project played an important role in the University's business objectives, operations, and sustainability goals, including the satisfaction of the Massachusetts Statewide Records Retention Schedule mandated under the statutory provisions of 30 MGL 42, 66 MGL 1, 66 MGL 8, 9 MGL 2, and 4

MGL 7(26). A Xerox survey showed that most U.S. office workers print more than 1,000 pages a month, with a national annual average of 10,000-12,000 sheets per worker (McCorry, 2009). Although becoming 100% paperless may not be feasible or practical, a partial, but immediate benefit of document imaging will be a realized reduction in paper and printing costs. Additionally, document imaging assists the University in its goal to be more environmentally friendly. According to the Environmental Protection Agency, paper and paperboard is the largest component of municipal solid waste, comprising 34% of our waste stream (EPA, 2009).

*In addition to environmental impacts, paper is time consuming to manage. Record keeping constitutes more than 90% of all office activity. Studies indicate that of the paper filed, over 80% is never referenced again! One Xerox study showed that over 45% of the office paper that is discarded was thrown out on the day it was printed. A great deal of time is being wasted printing, sorting, purging, and filing paper. Then there is the cost aspect of paper. According to the Association for Information and Image Management, the lifecycle cost of a document is over \$20, which includes the cost of paper, printing, mailing, distribution, and handling fees (McCorry, 2009)*

The University worked with AMS Imaging to expand document imaging to its Admissions office. A business process analysis concluded that OnBase Work-flow should be implemented. Unlike the Registrar's Office, the Admissions Office required a solution that would capture and store all parts of a student's application, then automatically assign and route complete applicant files to reviewers.

In 2010, members of the Admissions Office met with the AMS Imaging implementation team over a period of six months to map out a strategy for discovery that would lead to a fast implementation. Business process mapping and fit-gap analysis was conducted to determine configuration settings, and creation of document types and document type groups, scan queues, keywords, and indexing conventions.

The OnBase workflow system was configured to integrate with PeopleSoft, the University's student administrative system. As documents were indexed, OnBase would complete a checklist item in PeopleSoft. The completion of the checklist would determine workflow routing to file reviewers and admissions decision-makers. Additionally, document imaging process was configured to load images directly into OnBase generated through the University's custom undergraduate on-line application for admission originating in PeopleSoft, and from the graduate on-line application software from another third-party, Embark.

The implementation was a success with an August 2010 go-live, allowing the University to cut-over to the electronic management of applicant documents and file review for the Spring 2011 admissions cycle.

Since go-live, the University admissions office has scanned over 90,000 pages of admissions documents. Over 100,000 documents have been stored with combined physical scanning and semi-automated document imaging processing.

In 2011, the University's Financial Aid office undertook and completed a project, modeled after the Admissions project, to implement OnBase ECM and workflow. Integration with PeopleSoft to complete

checklist items and checklists was completed. The Financial Aid office is utilizing OnBase for the review and award of financial aid for the 2011-2012 academic year.

## **Downstream implications**

The Registrar's Office utilizes the OnBase software for imaging all matriculated undergraduate student folders containing admissions documents, and academic record documents that are generated throughout the career of a student.

Prior to the implementation of OnBase ECM in the University's Admissions office, the Registrar's Office would be required to scan and index approximately one thousand five hundred physical file folders of new freshmen and transfer students that were transferred from the Admissions Office to the Registrar's Office. Each folder contained an average of five documents (application for admission, official transcripts, supporting documents, and test scores) with an average of ten pages. This business process was eliminated due to OnBase document imaging. The OnBase imaging system was built to automatically archive admissions documents, and to transfer matriculated student documents to Registrar's OnBase document types. This automation freed-up Registrar's human resources from this task.

Access by other University offices to documents stored in OnBase has reduced the need for the copying and transmittal of documents through intercampus mail, and has greatly improved the University's ability to secure confidential student documents.

## **Summary:**

The OnBase ECM projects addressed several needs of Salem State University:

- Improving business unit and departmental efficiencies by:
  - Reengineering inefficient paper processes into electronic work-flows
  - Availing documents for fast and easy electronic retrieval
- Preserving document integrity
- Reducing costs associated with paper and printing
- Creating an electronic back-up of critical documents that:
  - Assure business continuity
  - May be subject to the Massachusetts Statewide Records Retention Schedule

Implementation of OnBase ECM has assisted the University in working toward Goal 3, Objective 7, of the University's Mission & Strategic Plan, by increasing electronic and online services to assist faculty, staff, and student toward meeting both their educational and professional goals.

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