



Customer Success Story | Higher Education

Nazareth College

Transforming Admissions from a print shop to paperless

The Challenge

With over two million pieces of paper printed per year in Admissions alone, Nazareth College was drowning in paper — creating problems that extended well beyond the cost of paper and ink cartridges. Filing cabinets took up space and staff had to waste time hunting down or making more copies of documents while questions from applicants or their parents went unanswered. The college needed a solution to replace the paper and eliminate non-value-added processes.

That's when Nazareth turned to OnBase by Hyland.

The Solution

Nazareth knew it needed an enterprise content management system, and approached the search with the goal of finding a “best-of-breed” solution. It wanted a strategic partner that specialized in the higher education industry and had a long history with the technology the school was using—namely, Colleague by Ellucian and PowerFAIDS.

“Most importantly, we wanted ‘enterprisability,’” said Chuck Ray, IT project manager at Nazareth. “We needed the ability to easily scale and configure the solution we chose to meet our needs.”

With OnBase, Nazareth found the configurability, vendor experience and ability to integrate that it required.



CUSTOMER

Nazareth College

INDUSTRY

Higher Education

SIZE

2,800 students

LOCATION

Rochester, NY

ONBASE INTEGRATIONS

Ellucian Colleague

PowerFAIDS

DEPARTMENTS USING ONBASE CAPTURE

Admissions

Financial Aid

Academic Advisement

Registrar

IT

Development Office

One platform **Unlimited potential**

OnBase[®]
by Hyland

“OnBase is truly configurable, not coded. We started with Hyland installing the software over the course of one week and, after that, we implemented our own import processes, workflows and forms. There is excellent training available and the higher ed support team knows my specific configuration and me personally which makes for a strong partnership.”

– Sue Geiger, functional lead analyst for Enrollment Management at Nazareth College

A foundation for a self-sufficient campus

For Nazareth, it was important that the chosen solution could be configured completely in-house after the initial deployment. With OnBase, Nazareth discovered the foundation it needed to easily roll out solutions as new needs arose. From new workflows to self-designed Unity Forms to additional security keywords, IT works directly with individual departments to quickly build solutions as processes change or require improvements.

Working off of this solid foundation, Nazareth quickly removed paper-based, manual steps from processes to increase efficiency and improve student and staff satisfaction.

Going electronic in Undergraduate Admissions

“The printers in the Admissions office ran almost non-stop. During peak times of the year we have 175 applications coming in a day and no matter how they came in, electronic or otherwise, we were printing them out and physically filing them,” said Sue Geiger, functional lead analyst for Enrollment Management at Nazareth.

Due to the overwhelming paper problem in Admissions, Nazareth targeted it as the first department to deploy OnBase — with the goal of going completely paperless. OnBase enables Admissions to electronically capture all incoming applications and related documents and store them in one central location, removing the time and costs associated with printing, copying and filing every document.

On top of removing the paper from the process, OnBase also integrated with Nazareth’s student information system, Colleague by Ellucian. That way, as documents come in, each applicant’s information is captured in OnBase and automatically updated in Colleague using workflow queues managed by student workers. This protects Colleague as the system of record for the institution but removes the manual work of updating correspondence checklists of documents received.

The Difference

Easily deployed as needs change: OnBase provides Nazareth with the ability to deploy new solutions on its own as needs arise. This no-code approach allows departments to work directly with IT for quick resolutions — saving the school time and money while increasing student and staff satisfaction.

Removes the paper problem: Creating a single central, electronic location for all documents allowed Admissions to completely cut paper out of the process and eliminate the printing of two million pieces of paper annually. Now, as applications and related documents come in, Nazareth scans them in and captures them electronically in OnBase and automatically updates information in Colleague.

Provides a foundation for the future: With OnBase, Nazareth has a solution it knows it can build on in the future. “The scalability of OnBase enables us to grow the solution at our own pace and strategically plan for the future,” said Ray. “We have confidence knowing we have OnBase to turn to.”

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