



University of Idaho

Student Loans & Admissions

Business Challenges for Academic Institutions

With over 11,000 students at four main campuses, the University of Idaho required a comprehensive solution that could manage its overwhelming volumes of paper, improve the institution's ability to serve its students, and enable employees to access, regardless of location, student documentation for financial and registration information.

Thousands of Perkins student loans are collected and granted by the Student Loan department each year. Loan files are required by law to remain active for up to 25 years, creating an enormous volume of required documentation for each student loan. Students frequently call or walk-in with questions regarding their specific loans,

'A University's main focus is to serve the students. Technology can play a major role in this - using Acorde, faculty and staff use on-line tools for academic and administrative functions without the hassle of phone-tag, conflicting schedules, or odd office hours. This doesn't take away the human touch, but adds to it.'

*Eben Sutton, Systems Integrator /Analyst
Univ. of Idaho Finance & Administration*

requiring employees to quickly and efficiently retrieve specific loan information from many thousands of stored files. This tedious work process decreased productivity

and customer service to students, while slowing the student loan business processes at the University of Idaho.

The Registrar's Office and College of Law Admissions also had overwhelming volumes of student documentation that needed to be managed and stored. Law Admissions

required an efficient document management system that could store thousands of applications, while the Registrar's Office needed a vital records backup system to securely store and maintain all student transcripts—past and present.

What Acorde Has Accomplished for the University of Idaho

Acorde Context™ and Acorde Process™ efficiently manage the storage and retrieval of critical student documentation including student loan files, student applications and transcripts in the Student Loan, Law Admissions and Registrar Offices at the University of Idaho. The University has improved student services and eliminated volumes of paper by allowing speedy access to student data using the Acorde production and web client interfaces. The University chose Acorde for its scalability, ease of installation and its powerful web client.

After the implementation of Acorde, the Student Loan department has dramatically increased productivity and decreased physical storage space for files and loans. Over ten full file cabinets have been relocated, since Acorde now manages all current and historic loan files at the University. Employees are now serving students more effectively, allowing them quicker access to important student loan and registration documentation.

Quicker document access speed greatly impacts the student loan department's capability of collecting debt. Through Acorde, employees are able to frequently access

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Pepperdine University
Texas Woman's University
University of Colorado
University of Connecticut
University of Illinois
University of Notre Dame
University of Oklahoma
University of Pennsylvania
University of Southern California
Washington State University

QUANTIFYING THE PROBLEM:

- More than 14,000 students & faculty at four campuses needed simultaneous access to system files
- Legal requirements mandated keeping student loan records for over 25 years, creating huge volumes of documents
- Slow manual document retrieval time negatively impacted University of Idaho's accounts receivable department
- File cabinet requirements created crowded & overloaded office space

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the large volumes of documentation without the slow, manual process.

The Law Admissions and Registrar's offices are using Acorde for secure storage of important documents that must be kept by federal law. Using Acorde Context, all student transcripts are stored securely, and no prime physical storage space is being wasted for long-term storage needs. Admissions applications are now being stored in Acorde to maintain accuracy and keep student files organized with the rest of their academic information.

Acorde Context and Process help universities capture, process and store business content surrounding services and information needed by students and faculty. By securely managing the full range of electronic and paper-based information relating to loan files and student admissions, Acorde Context and Process effectively deliver critical business content for any step in the business process.

Future Plans to Integrate E-Business

University of Idaho's future plans include expanding Acorde to other University departments, including Human Resources, Academic Colleges and Financial Affairs. Human Resources will use Acorde for long-term storage of personnel files and quick access to student and faculty hiring documentation. The Academic Colleges department will utilize the Acorde web component to allow remote academic advising over the web, greatly increasing faculty/student communication. Financial Affairs plans to decrease student phone calls, faxes and paper mail questioning financial status by allowing the public to access public financial documents through Acorde's web client.

About University of Idaho

Founded in 1889 as a land grant research university, University of Idaho's rich 100-plus-year history of academic and personal achievement is propelling the state's students, leaders and businesses into the next millennium. An Optika customer since July 1999, the university includes 10 colleges with the following areas of study: Agriculture; Art & Architecture; Business & Economics; Education; Engineering Forestry, Wildlife & Range Sciences; Graduates Studies; Law; Letters & Science; and Mines & Earth Resources. Home to more than 11,000 undergraduate and graduate students from 70 different countries, UI is located in Moscow, Idaho.

BUSINESS BENEFITS

- **Currently serving over 102 users; will reach 200 users by 2002**
- **Decreased physical storage space by 10 file cabinets in Student Loans**
- **Increased document retrieval speed in Student Loan department**
- **Fully automated Undergraduate Admissions & Registrar's Office**

Optika Inc.
World Headquarters
7450 Campus Drive, 2nd Floor
Colorado Springs, CO 80920
United States

Optika Brasil
Optika Information Systems Ltda.
Av. Rio Branco 45-Sala 2502
Rio de Janeiro
CEP 20090-004 Brasil

Optika Europe/Middle East/Africa
Optika House
Theale Court, 11 - 13 High Street
Theale, Reading
Berkshire RG7 5AH



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