College of DuPage

Founded in 1967, College of DuPage is the second largest higher education institution in Illinois with over 29,000 students enrolled. The college offers over 90 certificates programs and degrees for a variety of occupational and technical careers, along with nine associate's degrees in 59 occupational and 45 transfer pre-baccalaureate programs. College of DuPage is accredited by The Higher Learning Commission (Member, North Central Association) and is an Academic Quality Improvement Program Participant.

Eliminating paper, gaining new efficiencies

With a student population nearly 30,000 spread across the Glen Ellyn campus, four regional centers and nearly 150 off-campus locations, keeping track of documents and quickly answering students' questions was always a challenge at College of DuPage. For example, the financial aid department struggled to manage the huge influx of paperwork caused by multiple forms required for financial aid applications. According to Joe Brenner, Business Process Analyst at College of DuPage, it was difficult to track documents and information when processing financial aid requests. "A large number of students submitting a large number of documents at the start of each semester caused a tremendous backlog, along with confusion about where documents were in the process," says Brenner.

To address these and other delays associated with paper-based processes, College of DuPage chose Lexmark enterprise software solutions, including Perceptive Content, to automate manual processes and boost the power of its Colleague by Ellucian system. With Lexmark technology, financial aid checklists are automatically updated in Colleague as documents are received in Perceptive Content. Plus, housing documents in a secure, central repository has enabled instant access to student information from any location on or off campus. This is important for today's students, who expect answers in real time.

"Prior to implementation, students didn't really know where their request was within the process; there was no way to track it. With Perceptive Content, we can now tell a student exactly where their request is within the process," says Brenner.

Meet College of DuPage

- **Location:** Main campus in Glen Ellyn, Illinois; four regional centers and multiple off-campus locations
- **Enrollment:** 29,476
- **Departments using Lexmark solutions:** Admissions, Advising, Financial Aid, Finance Department, Human Resources, IT and Veteran Services
- **Integration:** Colleague® by Ellucian

Products in use: Perceptive Content, Perceptive Intelligent Capture, Perceptive WebNow, Perceptive Workflow

Lexmark™

Leveraging the power of intelligent capture

In addition to speeding financial aid tasks, Lexmark solutions are used to simplify one of the most complex and time-consuming areas on campus: transcript processing. Like most large institutions, College of DuPage receives a myriad of transcript types from high school, college and military applicants. Previously, when a transcript was received, it was scanned in one department and then transferred over to the records department. A staff member would then review it on one screen and manually key information into the Colleague system on a second screen. This process caused lengthy paperwork delays, in some cases a six-week backlog for transcript processing.

Another consideration was College of DuPage's interest in delivering decisions to students more quickly. "We knew there was technology out there that would allow us to do this faster, and give us a competitive advantage in that when a student submits a transcript, we can do the evaluation quickly and let them know where they stand in terms of transfer," explains Brenner.

To speed transcript processing, College of DuPage uses Perceptive Intelligent Capture for Transcripts, an innovative solution that quickly extracts critical information without templates, zones or rules, and automatically passes it to the student information system. A key difference in Lexmark's solution is the ability to automatically validate data from the transcript with the campus' SIS system. The result is faster transcript processing and increased data accuracy, which helps the college process more transcripts in less time; in fact, the college now processes transcripts up to 60 percent faster. And College of DuPage is able to leverage its Colleague investment, rather than bring in an entirely new document management system to process transcripts.

"One of the advantages of Perceptive Intelligent Capture is that the recognition process is intelligent," explains Brenner. "Coursework does not have to be in a specific section on the transcript. It reads the transcripts and figures out where the information is. So no matter what format it's in, Perceptive Intelligent Capture can read the information.

"We have transcripts going through the system faster, which means the evaluation process is happening faster," adds Brenner. "We are more accountable when a student calls and wants to know the status of their evaluation. This should also give us a competitive advantage when students are making enrollment decisions."

> *"With Perceptive Intelligent Capture, transcript evaluation time has decreased by up to 60 percent."*
>
> **Joe Brenner**
> Business Process Analyst
> College of DuPage

Getting more out of core systems

With higher education staff being asked to do more with less, it's more important than ever to extend the value of existing technology investments. At College of DuPage, that's where Lexmark solutions come in: seamless integration with Colleague systems allows users to work within a familiar host environment, while leveraging the power of process automation. In fact, Lexmark is an Ellucian Strategic Partner, which is one of the reasons why Lexmark solutions were chosen by College of DuPage.

On campus, Lexmark solutions integrate with Colleague in two different ways. First, the college's financial aid processes use Colleague's ELF (Electronic Load Format) process to take documents that have been received in Perceptive Content and automatically update checklists in Colleague. Secondly, Perceptive Intelligent Capture for Transcripts updates coursework via the Perceptive Connector for Colleague, which is powered by IData.

Lexmark's tight integration with Colleague systems not only saves staff time, but also provides students with faster award decisions. "This integration allows us to quickly update information in Colleague, which is then viewable by students through our portal," explains Brenner. "When we receive a document, students can immediately see the status of their financial aid request, instead of waiting for information to be manually keyed in. It's all done in real time."

Partnering with an industry expert

As College of DuPage develops technology strategies to meet the needs of current and future students, it knows the importance of working with an experienced higher education partner to ensure smooth deployments on campus.

According to Brenner, the Lexmark team has delivered this expertise, and more. "Our experience with Lexmark professional services was fantastic. They had a very detailed project plan and everything went according to schedule. The implementation literally took a few hours...we met in the morning and were pushing data into Colleague by lunch. It was much faster than we expected," says Brenner.

In addition to admissions and financial aid, Lexmark solutions can be found in advising, human resources, finance, IT, veteran services and more. As additional departments come on board, Lexmark's team of industry experts will be there to support College of DuPage every step of the way.

Read and watch more stories of success from our global customers at www.lexmark.com/success

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