

Central Piedmont Community College

When Central Piedmont Community College (CPCC) sought a solution to replace a document imaging system with limited functionality, it chose process and content management products from Lexmark. The technology quickly integrated with CPCC's Colleague by Ellucian application to automate data entry, improve information sharing and deliver faster student service.

Challenge

Wanting a workflow upgrade

In the 1990s, CPCC deployed a document imaging system but it had limited functionality. In 2005, the college switched to another system and extended document imaging to more than 20 departments, with certain inter-department document workflows spanning up to four business areas. While this product offered certain benefits, it did not meet CPCC's increasing needs and after an acquisition, the vendor announced that it would no longer enhance the product. So in 2012 college administrators decided to migrate to a more forward-looking process and content management vendor, and selected Lexmark.

"We needed the ability to create robust online forms and workflows, and wanted to partner with a company that was on the cutting edge," said Susan Hunter, Director of College Information Systems at CPCC. "Lexmark best fit these requirements and when we talked to other colleges who use their software, it became clear that they also had experience in higher education and deliver superior customer service."

Solution

A productive partnership

With the need to migrate more than 20 departments to Perceptive Content, CPCC's team worked closely with Lexmark's professional services team to ensure a smooth transition with a proven project management methodology.

"Lexmark's professional services team provided assistance for things we couldn't do ourselves and their support is available 24/7," Hunter said. "Migrating to Lexmark solutions was a positive experience, as they were organized, communicated well and provided regular updates."

Meet Central Piedmont Community College

Central Piedmont Community College (CPCC) is one of the largest community colleges in the Carolinas, offering nearly 300 degree, diploma and certificate programs, customized corporate training, market-focused continuing education, and special interest classes. CPCC is academically, financially and geographically accessible to all citizens of Mecklenburg County.

- ▶ **Founded:** 1968
- ▶ **Students:** 61,000
- ▶ **Main Campus Location:** Charlotte, NC
- ▶ **Campuses:** 6

Products in use: Perceptive Content, Perceptive Recognition Agent, Perceptive eForms

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Susan Hunter

Director of College Information Systems,
Central Piedmont Community College

Transforming processes with paperless workflow

As well as making it easy to retrieve content, the Lexmark solution is also enabling CPCC users and departments to easily share information via advanced, paperless workflows. Beneficial features include parallel routing and notifications that ensure new content is processed quickly. Graphical workflow tools also make it easy to manage workload. In addition to using the Lexmark solution in student-centric areas, CPCC has also applied it to administrative departments. Instead of printing documents, the payroll team routes documents through an electronic workflow queue and validates content without generating hard copies.

The college has also transformed cluttered storage rooms full of paper into usable working areas. In the near future, CPCC plans to extend the reach of Lexmark solutions by adding to its library of e-forms, implementing OCR for part time teaching contracts to reduce workload in the payroll department and implement electronic signature options.

One of the new e-forms will make it easier for department heads to manage faculty reviews, using an automated process. The school also intends to evaluate Perceptive Intelligent Capture for Transcripts, an out-of-the-box, template-free solution that extracts, classifies and verifies transcript data to significantly reduce processing time and increase data accuracy.

“When we looked at several process and content management vendors it was essential to find someone who is continually improving their products, and that’s what Lexmark offers,” Hunter said.

Results

Campus-wide efficiencies

Once several departments went live with the Lexmark system, CPCC used what it had learned to extend the solution to other student-focused and business office departments. CPCC’s IT trainer quickly got users up and running with the Lexmark solution district wide.

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CPCC is also benefiting from the automated indexing, annotations and other capabilities offered by Perceptive Content. “Automatic document indexing is a big plus for us and the annotation features are easier to use than in our previous system,” Hunter said. “It’s also helpful that multiple users can be assigned to document batches and can index documents concurrently, which wasn’t possible before.”

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Improving student satisfaction

Since deploying the Perceptive Content solution, CPCC has been able to speed its response to student inquiries and reduce the amount of effort it takes to retrieve pertinent content. As Perceptive Content is tightly integrated with the college’s Ellucian Colleague student information system, relevant information is just a click away.

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