



THE UNIVERSITY OF
**WESTERN
AUSTRALIA**

Background

- Around 250,000 individual student records need to be captured annually into Micro Focus Content Manager.

Challenges

- There was reluctance to commit to digitalisation of student processes due to the manual capture of records into Content Manager.
- They needed to implement an automated records capture solution to remove the manual capture of records and encourage the digitalisation.

Solution

- EzeScan was identified as the most cost-effective option that supported the continuing requirement for digitisation while also supporting automated records capture.
- The flexible licensing model and ease-of-use meant functionality could be modified over time to expand the use of the software throughout the records department.

The University of Western Australia automates records capture with the help of EzeScan.

With more than 250,000 student records generated annually, the records department needed to implement an automated records capture solution to encourage digitisation.

Background

The University of Western Australia is the oldest university in WA, opening in 1913 with just 184 students. Today, there are more than 27,000 students, and their activity generates an average of 250,000 individual student records annually which need to be captured into Micro Focus Content Manager. The core function student records account for about 55-60% of the total amount of records that are captured annually to Content Manager, which has been used at UWA since 1998.

Over time there have been numerous changes in the tools, processes, and practices used to support the management of the records of the University within Content Manager. By 2018, some student processes, such as applications for admission, had transitioned to fully digitalised workflows. But almost 40% of the student records were still generated by paper-based processes then captured to CM which occurred via a digitisation service delivered by the records team. Where records were born digital, they were primarily captured by bulk import (50%) or manually captured by end users (10%) despite ongoing efforts to digitalise student processes.

The Challenge

So, what was stopping UWA in digitalising its student processes? There was a very strong reluctance to commit to digitalisation of student processes if manual capture of records to CM was required. There was no identifiable benefit for end users and the benefits for the records team, in terms of a reduced volume of material requiring digitisation, were invisible to the wider University. The records team needed to remove the requirement for manual records capture and implement an automated records capture solution.

The Solution

Debra Paisley, Library Manager (Records, Archives & Digitisation Services) at UWA and her team commenced work to identify and acquire this solution by undertaking a review of the products available that supported both digitisation and automated records capture. EzeScan was identified as the best fit for the University because it supported the continuing requirement for digitisation while also supporting automated records capture.

- EzeScan also integrates with Content Manager out of the box and supports the digitisation of a wide variety of different types of records.
- EzeScan was first implemented in 2018 to replace the existing scanning solution with functionality extending in 2019 to enable the automated capture of records (including emails) into Content Manager.
- Once configured in EzeScan, automation routes were easily configured to expand functionality throughout the records department.

June 2020 - Special consideration deferred exam applications.

October 2020 - Research Administration records.

January 2021 - Proof of ID records.

August 2021 - All Special Consideration Records.

December 2021 - HR Documents & proof of vaccination records.

January 2022 - Special Approval Applications.

Results

- Since the implementation of EzeScan, roughly 170,000 student records (70% of all student records) are now automatically captured annually into Content Manager.

EzeScan was also identified as the most cost-effective option and the licensing model could be modified over time to expand functionality. This was important as it supported the planned transition away from digitisation towards automated capture without having to maintain two different products. Once automation routes and digitisation routes are configured in EzeScan they are simple to maintain and to expand or amend as needed.

“EzeScan integrates with Content Manager out of the box, and it is flexible in that it supports the digitisation of a wide variety of different types of records, unlike some other products that focus on supporting the digitisation of a large volume of a small number of document types such as invoices. EzeScan is a better match for the scope and scale of the digitisation service delivered by the UWA records team”.

Debra Paisley, Library Manager (Records, Archives & Digitisation Services) at UWA

The Results

EzeScan was initially implemented to support digitisation in May 2018 as a replacement to their previous digitisation application. In December 2019 UWA then enabled automated records capture to Content Manager (TRIM) via implementation of the EzeScan Server module, including email records capture. The service was implemented to auto-capture admissions application records that had previously been captured via regular bulk imports, along with a subset of admissions related emails that had previously been manually captured to CM by the Admissions team.

This timing was extremely fortuitous given the extreme disruption that occurred with the emergence of the COVID-19 pandemic. While the pandemic has been very damaging for the University sector overall, it did have the benefit of clearly demonstrating the need to manage records digitally as staff and students transitioned to working from home.

Debra Paisley, Library Manager (Records, Archives & Digitisation Services) at UWA

This led directly to the implementation of an automated capture route for special consideration applications for deferred exams in June 2020. Over 1800 of these applications were captured automatically to CM during the remainder of 2020, where previously these records would have been submitted via paper forms and digitised by the records team.

In October 2020, UWA implemented a new research administration system to assist researchers to apply for and manage research grants and research ethics approvals. Due to the existence of the auto-capture service, and because research administration records had been managed electronically in Content Manager since 2006, UWA were able to successfully implement automated capture of the records arising from this system (including the automated creation of Container records) despite the challenges of working from home for the bulk of the system implementation project.

In January 2021, UWA expanded the existing route used to capture admissions documents to enable the capture of student proof-of-ID records. This meant that the records team was no longer responsible for the manual capture of up to 5000 digital-born records annually. This was an example of a process the university had previously been able to digitalise but only by having the records team take on the responsibility for manually capturing the records.

In August 2021 the auto-capture of applications for special consideration was expanded to all types of special consideration. Previously this process had been the source of the highest number of records by volume that required digitisation by the records team. The automation of this process had long been a primary goal.

In December 2021, UWA configured a route to enable the capture of HR documents on to Staff Files in CM. This went live in January of this 2022, when all university staff working on campus had to produce proof-of-COVID19 vaccination. More than 4500 separate records were captured via this route in February of 2022 alone.

In January 2022, UWA also introduced a route to enable the capture of student special approval applications. This was another high priority student process for the records team due to the volume of these applications submitted annually.

As part of their upgrade to Content Manager 10, UWA also upgraded to EzeScan 5 and the improvements have reduced the number of exceptions that are generated by their research admin routes and therefore improved auto-capture efficiency.

UWA are also now using EzeScan to support the work of the Digitisation Centre of WA which is working to digitise the major humanities arts and social sciences collections held in WA to archival standards.

About EzeScan

EzeScan provides fast, cost effective business process automation solutions including simplified document back scanning, accounts payable, data robotic process automation, forms data extraction, mailroom/ correspondence automation and highly integrated EDRMS capture. With thousands of installations in Australasia, North America and the UK, EzeScan is your ideal digital transformation provider.



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