

Going Paperless:

A Case Study from Wright State University



Introductions



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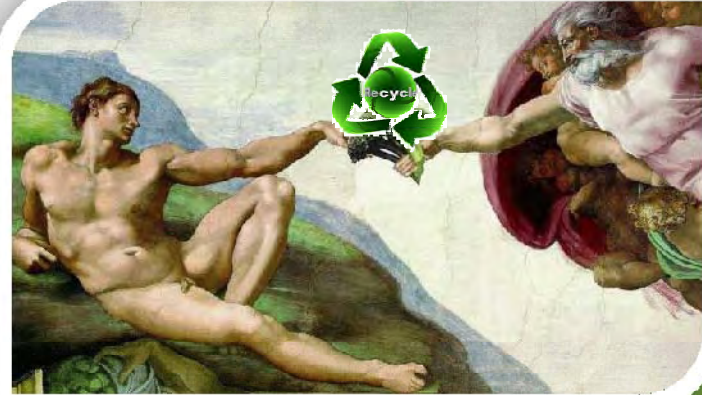


Kimberly Brumbaugh

GOING PAPERLESS

In the Beginning...

- 7 File Cabinets
- 4200 files
- 2 inch thick files
- **WHAT A MESS!!**



Forms



- Request forms
 - Travel
 - Certification letters
 - Lost I-20
 - Lost I-94
 - Transfer
 - COM
 - Work authorization
 - CPT
 - OPT
 - RCL
 - Transfer
- **EVERYTHING WAS KEPT**
 - Copies of requests
 - Email correspondence
 - Copies of printouts from SIS system

Old Work Authorization



- 2 pieces of paper in and saved in file
 - Work Authorization Request Form

F-1 / J-1 Gold Form Request
IMPORTANT! PLEASE READ GUIDELINES BELOW
YOU MUST BE REGISTERED FOR THE QUARTER FOR WHICH YOU ARE SEEKING THE GOLD FORM
✓ ATTACH LETTER FROM GRADUATE SCHOOL OR STUDENT EMPLOYMENT AUTHORIZATION FORM FROM CAREER SERVICES
INCOMPLETE GOLD FORM REQUESTS WILL DELAY PROCESSING

Last Name: [redacted] First Name: [redacted]
Social Security Number: [redacted] Date of Birth: 02/18/1998
WU Email Address: [redacted] Phone Number: 604.571.0404
Signature: [redacted]

City: Leekle
Country: Sri Lanka
Date of Initial Entry into the U.S.: 08/20/2004
Local Address: Street: [redacted] City: [redacted] State: [redacted] Zip: [redacted]

RECEIVED
APR 23 2008

Date of Entry	Date of Exit	Status	J-1 Category	Primary Activity	Entry Expiration

STUDENT EMPLOYMENT AUTHORIZATION

SECTION I: Student Information
Federal Regulations require this form to be processed before student begins working.

SOCIAL SECURITY NUMBER: [redacted] FIRST NAME: ANITA
PERMANENT HOME ADDRESS: [redacted] CITY: [redacted] STATE: OHIO ZIP CODE: 43230-0022
COUNTRY OF PERMANENT RESIDENCE: Sri Lanka
LOCAL PHONE NUMBER: [redacted] DATE OF BIRTH: 02/18/1998

Check campus use address:
 Home Campus Study Campus

DEPARTMENT NAME: [redacted] POSITION NUMBER: [redacted]
PHONE NUMBER: 5650 OFFICIAL START DATE: [redacted]

APPROVAL OF EMPLOYER'S NAME: [redacted] SIGNATURE: [redacted] TITLE: ASST. DIRECTOR, OPS
APPROVAL OF STUDENT'S NAME: [redacted] SIGNATURE: [redacted] TITLE: [redacted]

- Copy of Student Employment Authorization Form

Old Work Authorization



- 1 piece of paper out and saved in Student Employment – Gold Form

University Center for International Education (UCIE)
Phone: (937)-775-5745; Fax: (937)-775-5776

Employment Authorized for SOL Quarter

Once completed, a copy of this form will be kept in the student's visa file in UCIE office and the original copy given to the student to provide to the WSU student employment office. International Students with F-1 or J-1 student visas are permitted to work on campus for a maximum of 20 hours/week during the academic quarter and up to 40 hours/week during school breaks. On-campus employment during school breaks is permitted only if the student has enrolled for classes the following academic quarter. To remain eligible to continue working, students must maintain full-time enrollment Fall, Winter & Spring Quarters.

Name: Danith Sri
Visa type: F-1/J-1 Country of citizenship: Sri Lanka

Document(s) submitted: (check those which apply)

WSU DS 2019 Form I-91
WSU I-20 Passport
Signature: [Signature] Date: 4/27/2006
Signature UCIE International Services Staff

Old Check In of New Students

- Student Information
 - Students local address
 - Check of materials submitted

**REQUIRED -
LOCAL ADDRESS/PHONE INFORMATION**

ATTENTION STUDENTS: PLEASE REPORT YOUR LOCAL ADDRESS TO THE REGISTRAR'S OFFICE OR THROUGH WINGS TO COMPLETE THE CHECK-IN PROCESS

Last Name, First Name: [Redacted] [Redacted]

Local Street Address: 700 S. [Redacted] @ [Redacted] Drive, [Redacted]

Local City: [Redacted]

Local Zip Code: [Redacted]

Local Phone Number: [Redacted]

+++++
FOR UCIE OFFICE USE ONLY

STUDENT DOCUMENT LIST

<u>[Redacted]</u>	<u>[Redacted]</u>
Last Name, First Name	UID #

The following items have been placed in the student's file:"

Copy of I-20 / DS-2019 (Make sure the red date is clearly visible, and the form is signed by the student)

Copy of I-94 (Make sure the red date is clearly visible)

Copy of Passport with expiration date

Copy of Visa

*Make sure I-20 and Passport names match – if not see Kim or Ruth

[Signature] 29. of. 2006.
UCIE Student Representative: Date:

[Signature] 08/28/06
UCIE GA Representative: Date:

K:\UCIE\FORMS-LETTERS\FORMS\check in form.doc 7/17/2005

Old Check In of New Students

- Visa File Information Sheet
– Captures visa information

VISA FILE INFORMATION SHEET

Directions to student: Please complete all applicable items below with accurate information.

Name: [Redacted] Student "UID" Number: [Redacted]

Country of Citizenship: Korea Country of Permanent Residence: _____
(if different from passport)

Emergency Information: In case of any emergency in which you are incapacitated, please provide contact information of who you would like us to inform. By supplying us with this information, you are authorizing the UCIIE office to use the information in an emergency situation.

Contact Name: [Redacted] Relationship: Mother

Address: 3 Seowon [Redacted] O.

IMMIGRATION STATUS CHECK ONE:
 F-1 Student M-1 Exchange Visitor Other: _____

IF IMMIGRATION STATUS IS J-1, WHAT IS THE SUBTYPE? - CHECK ONE:
 Student Professor Research Scholar
 Short-term Scholar Other: _____

If you are a student, Check One:
 Undergraduate Masters Doctoral
 Doctoral Other: _____

Spouse in the USA? Check One:
 Yes No
Number of dependents also in USA: _____

Identify below your previous periods of stay in the US during the past six (6) calendar years.
Provide US visit dates (begin and end in dates) Purpose of Visit Visa Type During Visit

From: _____ To: _____	Purpose of Visit	Visa Type During Visit
From: _____ To: _____	_____	_____

Under my current visa type, my initial Date of Entry in the US was: _____ (date) AND
Under my current visa type, my initial Port of Entry in the US was: _____ (this would be the name of the first airport you landed at in the United States where you were met by US IRS and Customs officials and received an I-94)

Student Certification

With my signature below, I hereby certify that the above information is true and correct. I understand that if my status changes from that which I have indicated on this form, I must submit written notification to the UCIIE office.

Signature: [Handwritten Signature] Date: 2/1/2006 Phone Number: _____ X
Student Signature Today's Date

K/UCIE/FORMS/LETTERS/New Student Form/Visa File Information Sheet.doc 7/28/2006

Old Check In of New Students



- Certification of Understanding – Make sure student sees/reads responsibilities

Wright State University

University Center for International Education

Phone: (937) 775-5745
FAX: (937) 775-5776
<http://www.wright.edu/ucie/>

UCIE International Student Certificate of Understanding

Directions: This form is intended to help you by providing you with a record of things you need to do in order to maintain your legal F-1 or J-1 student visa status in the United States while studying at Wright State University (WSU). By signing below, you agree to the following:

- ✓ I will make every effort to maintain full-time continuous enrollment (minimum 8 hours for graduate and 12 hours for undergraduate students) and a satisfactory grade point average during my entire stay at WSU. If I need a reduced course load or am faced with academic difficulties, I will complete the Reduced Course Load Form (www.wright.edu/ucie/applications/forms/reduced_course_load.pdf) and consult with a UCIE adviser.
- ✓ If I wish to transfer to another school, I must contact the UCIE to request a transfer.
- ✓ I will inform the Registrar's Office immediately of any change of personal data (name, address, SSN number, marital status, etc.). I am aware of my obligation to inform the Registrar's Office of a change of address within 10 days by updating WINGS EXPRESS - <http://login11.wright.edu/cgi/home/login1>
- ✓ I will take responsibility to insure that my visa, status-related documents (I-20 or DS-2019, and passport) remain un-expired and will apply for extensions and renewals of these documents in a timely fashion. I understand that passports must be renewed at least 6 months in advance of the expiration date and I-20 or DS-2019 forms must be renewed a minimum of 30 days before their expiration date.
- ✓ I will manage my funds carefully, in order to be able to pay all tuition and living expenses in a timely fashion. I will pay registration, health insurance and other school fees when due. If an unavoidable problem exists where a payment delay is necessary, I will meet with the UCIE adviser in a timely fashion to review my options.
- ✓ I will work no more than a total of 20 hours per week during fall, winter, and spring quarters.
- ✓ I will not work on or off-campus without first obtaining written authorization from the UCIE. I understand that to do otherwise will violate my F-1/J-1 student status and will make me ineligible for any kind of employment in the U.S. or program extension, and/or could ultimately jeopardize my stay in the U.S. I acknowledge the minimum period for on-campus work authorization processing is 3 business days, and off campus work authorization processing times range from 10 days to 3 months. I will make my applications in a timely manner considering these processing periods and acknowledge that I lose eligibility for any work authorization upon completion of my degree requirements or through lack of enrollment.
- ✓ I will maintain continuous WSU health insurance coverage for myself and my dependents on my I-20 or DS-2019. A waiver of the required WSU health insurance plan will be approved only for students who have U.S. based insurance coverage through the employer of a spouse or parent. The waiver request must include proof of Medical Evacuation and Repatriation coverage and be received by the UCIE office prior to the start of the quarter. The Insurance Waiver form is available at the UCIE front desk.
- ✓ I will bring requests to the UCIE office in a timely manner realizing that I must give UCIE a minimum of 3-5 business days for requests to be processed and completed.

Student Signature _____

Date _____

Name:
(PRINT) Last Name, First Name _____

U.I.D.#: _____

Old Check In of New Students

- Acquire copies of
 - Visa
 - I-94
 - Passport
 - Stamped I-20
- **MINIMUM OF 7 SHEETS OF PAPER TO START A FILE!!**



Think about the Information you are collecting on paper forms

- Is this information I need?
- Can I collect it electronically?
 - If so- How
- Can this information be scanned
- Instead of using paper, can I use the university system or the international student software system



Paperless Spectrum

- Paper Files
- Fileless
- Paperless



Eliminate Paper in the UCIE

- All forms no longer printed in UCIE
- All request forms are available online
- Request Forms are scanned at the front desk to a staff member
 - No paper is accepted into the UCIE unless it has to be sent to USCIS
 - OPT, I-102, COS



Scanning



- WSU purchased All-in-One copier, printer, scanners with email for all departments
- Each request is scanned in with a canned code and student's name and sent to a staff email
 - Example:
 - wrk, chiobi
 - rcl, dossa



fsaATLAS documents e-requests



fsaATLAS Enterprise v.7 - Windows Internet Explorer

http://atlasweb.wright.edu/ListViewFrameSet.asp

File Edit View Favorites Tools Help

Y! WEB SEARCH My Apps

fsaATLAS Enterprise v.7

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MAIN MENU RECORD NAVIGATOR SEVIS MANAGER TASK & APPT. MANAGER REPORT WRITER ABOUT LOG OUT

Quick Search Advanced Search

Last Name: ele
First Name: m
SEVIS ID:
Campus ID:
Date of Birth:
Database Status: Active
Profile Type:
Profile Sub Type:
Profile Status:

Search Clear Add Individual

Retrieve Report

Records Found: 1
3/29/1983

Hide Quick Search SEVIS Wizard Letter Form Note Task Appt.

QuickView Bio Address Dependents Contacts Profile Work Auth Custom/Other Forms SEVIS Documents Notes/Tasks/Appts

Name	Campus ID	SEVIS ID	Profile Status	Profile Type	Profile SubType	DataLink	Active
			SEVIS - Active	F-1	Student		Y

Note/Appointment/Task History

Date	Event Type	Status	User	Category	Note
09/12/2009	Task	Completed	Brumbaugh, Kimberly	Work Authorization	f09-ga
07/21/2009	Task	Completed	Brumbaugh, Kimberly	Work Authorization	r09-ga
09/09/2008	Task	Completed	Brumbaugh, Kimberly	Work Authorization	f08-ga
08/26/2008	Task	Completed	Brumbaugh, Kimberly	Travel Request	
06/23/2008	Task	Completed	Brumbaugh, Kimberly	Work Authorization	r08-ga
01/18/2008	Task	Completed	Brumbaugh, Kimberly	Work Authorization	w08-ga
01/09/2008	Note	N/A	Paige, Ruth	Admission - Ruth	Change of level from M.S. to Ph.D. for W08. File to KB
01/09/2008	Appointment	Active	ucie, ucie	Admission - Ruth	

E-mail Alert History Clear Alerts

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Processing of E-requests



- This system allows us to process requests by type to be more efficient because all work authorizations have the same title – etc.
- I pull up the requests and process as normal
 - Example - Work authorization
 - Check full-time
 - Employment verification
 - Check passport and I-20 validity
 - Log request in fsaATLAS using tasks
 - Log work authorization into Banner GOAINTL under Documents
 - Email student that request is done

Banner Work Authorization

Oracle Developer Forms Runtime - Web: Open > GOAINTL

File Edit Options Block Item Record Query Tools Help

International Information GOAINTL 8.2 (PROD)

ID: [REDACTED]

Visa
 Passport
 Certification of Eligibility
 Nationality

Visa Information

Visa Type: Student
Visa Number:
Nation of Issue:
Issuing Authority:
Port of Entry:

Sequence Number: 1
 Entry
Number of Entries:
Date Requested:
Date Issued:
Start Date:
End Date:

Document Information

Document	Description	Source	Description	Date Requested	Disposition	Date Received
WA0930	UCIE Work Authorization 200930	IE	International Education	30-MAR-2009	Accepted	
WA0940	UCIE Work Authorization 200940	IE	International Education	02-JUL-2009	Accepted	
WA0980	UCIE Work Authorization 200980	IE	International Education	14-SEP-2009	Accepted	
WA1020	UCIE Work Authorization 201020	IE	International Education	18-JAN-2010	Accepted	
WA1030	UCIE Work Authorization 201030	IE	International Education	26-MAR-2010	Accepted	

fsaATLAS saves documents



SUNGARD HIGHER EDUCATION fsaATLAS Enterprise v.7

» MAIN MENU » RECORD NAVIGATOR » SEVIS MANAGER » TASK & APPT. MANAGER » REPORT WRITER [?] ABOUT [X] LOG OUT

Quick Search Advanced Search

› Last Name

› First Name

› SEVIS ID

› Campus ID

› Date of Birth

› Database Status

› Profile Type

› Profile Sub Type

› Profile Status

› Retrieve Report

Records Found: 1

3/29/1983

Keyword :

The list below represent the list of documents available for the record.

<input type="checkbox"/>	Title	FileName	Keyword	Last Updated	Updated By	Context Type
<input type="checkbox"/>	travel 11-05	trvl-elemary-11-05.pdf		10/01/2009	ucie,ucie	General
<input type="checkbox"/>	travel 8-08	trvl-elemary-8-08.pdf		10/01/2009	ucie,ucie	General
<input type="checkbox"/>	rcl r05	rcl-elemary-r5.pdf		10/01/2009	ucie,ucie	General
<input type="checkbox"/>	opt part 2	opt-elemary(2).pdf		10/01/2009	ucie,ucie	General
<input type="checkbox"/>	opt part 1	opt-elemary.pdf		10/01/2009	ucie,ucie	General
<input type="checkbox"/>	change of status part 3	change of status-elemary(3).pdf		10/01/2009	ucie,ucie	General
<input type="checkbox"/>	change of status part 2	change of status-elemary(2).pdf		10/01/2009	ucie,ucie	General
<input type="checkbox"/>	change of status	change of status-elemary.pdf		10/01/2009	ucie,ucie	General
<input type="checkbox"/>	new degree	new degree-elemary.pdf		10/01/2009	ucie,ucie	General

New Check in System



- Since we need the students signature on the Certificate of Understanding and Visa Information Sheet we must have them fill out that paperwork
- Both papers are then scanned along with the immigration documents to create the check in packet
 - 2 sheets of paper are recycled

Scanning of Current Student Files



- Went through all 620 current international student files
- Separated files into immigration documents and admission documents
 - Admission documents scanned into Banner
 - Immigration documents separated into type of request and scanned

Scanning of Old Files



- In the process of going through all inactive, graduated, and OPT files
- Separated files into immigration documents and admission documents
 - Admission documents scanned into Banner
 - Immigration documents scanned as one document

Future

- Working with IT for online fill-able forms
- Need authentication
- Student or adviser will fill out request form online and authenticate it
- Request will be sent to my email





Steve Lyons

TAGGING

ALONG

Challenges



SELLING THE IDEA & GETTING STARTED

- Going paperless is:
 - A worthy cause
 - Good for the environment
 - More efficient
 - Good for the office/dept. down the hall

My Recollected First Thoughts on the idea



Yes
We
Can!!!

My Initial Reaction

(According to Kim)

You want us to do
what?!



Levels of Cooperation

(Or avoidance)



I can't do "paperless" until:

- Next semester
- Next year
- Next century.....

Challenges



SELLING THE IDEA – with desired outcome

- Going paperless is:
 - A worthy cause
 - Good for the environment
 - More efficient
 - “A good idea and I’m glad I thought of it”

Impediments

“But I need the ‘original’
copies/papers!”

- Resistance to change procedures
- Trusting the technology
- Finding your comfort level



OPT/COS Examples



- Students also have a variety of “comfort levels
- Make the forms easy to find on your web page
- Some students need the (paper) alternatives....
(we keep a 6-page hard-copy describing the OPT application formalities “hand-out” at our Reception Desk)
- Navigating complex application requirements is not easy for non-natives

Students have issues also: a) “Resistance to change procedures”, and
b) Need to find “comfort level”

OPT (continued)



- Student completes application turns into office
- UCIE staff review appl. & prep OPT I-20 (and obtain stu. Signature)
- Last we scan entire completed OPT appl. packet into UCIE record before mailing to DHS

- *COS & Reinstatement appl's are handled virtually the same way as OPT's*

Q & A





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