Going Paperless:

A Case Study from Wright State University

Introductions

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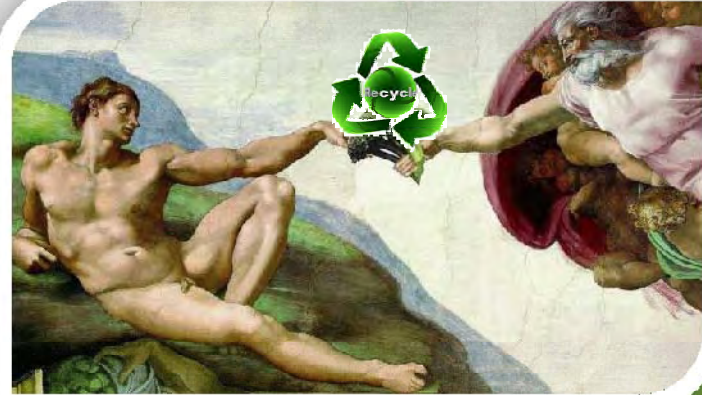Director, Visa Information and Support/SEVIS Management

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

  - Copy of Student Employment Authorization Form

Old Work Authorization

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

Old Check In of New Students

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

Old Check In of New Students

- Visa File Information Sheet
  - Captures visa information

Old Check In of New Students

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

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

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

fsaATLAS saves documents

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 <u>also</u> 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

<u>*Students have issues also:*</u> *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