

Florida International University

Florida International University (FIU) was founded in 1972 as a state university in Miami. The FIU campus, built on an abandoned airfield, has become one of the largest public universities in the country. FIU has a student body of nearly 48,000, staff of 1,000 and serves a diverse student population in South Florida.

FIU offers more than 180 bachelor's, master's and doctoral programs including international relations, law, engineering and most recently, the Herbert Wertheim College of Medicine. In 2011, *U.S. News and World Report* ranked the university 15th in undergraduate international business programs in the nation.

Going paperless, and more

Several years ago, FIU began an effort to support sustainability and local green initiatives by going paperless in the admissions office. Louis Farnsworth, Director of Academic Support Services in the Graduate School, led the initiative to implement the process and content management solutions of Perceptive Software from Lexmark, including Perceptive Content. At the time, Farnsworth's goals were simple: gain workflow efficiencies in the admissions department, improve collaboration among staff and eliminate the environmental impact of processing, copying and storing tens of thousands of paper documents.

Since Perceptive technology was implemented in admissions, the solution has grown exponentially on campus and is used in many other departments, including financial aid, human resources and telephony.

Student enrollment at FIU is expected to jump 25% over the next five years, and state budget constraints mean university staff and administration must continue to do more with less. According to John Duran, Associate Director at FIU, "we have to find more efficient ways to process more data without having to bring in new headcount or new employees. One of the ways we've been able to do that is with Perceptive Content."

Efficiency through eForms

Recently, FIU administrators began looking for ways to streamline workflow in human resources through the use of electronic forms. The HR staff wanted to move away from tedious and time consuming processes that required prospective employees to manually download forms, fill them out by hand, and shuffle hard copies across campus.



Meet Florida International University

The opportunity

Manual forms and high volumes of paperwork slowed admissions, financial aid and HR processing, causing productivity and student service to suffer. Increasing admissions and budget constraints meant the university would need to do more with less.

The outcome

Workflow efficiencies and easy access to electronic documents eliminate bottlenecks and improve student service while reducing the environmental impact of paper documents. Perceptive Content from Lexmark is a cost-effective solution that has simplified processes across campus, streamlining admissions, financial aid and employee onboarding, with a low total cost of ownership.

Products in use: Perceptive Content

Integration: PeopleSoft

Implemented In: Undergraduate Admissions, Graduate Admissions, Financial Aid, Human Resources, Registrar, Purchasing, Housing, Telephony



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Associate Director
Florida International University

After researching several products, the university chose Perceptive Software after seeing how eForms could transform routine HR processes and save employees time and money. “The cost was definitely less expensive than other packages we were looking at,” explains John Vargas, Campus Community Technical Lead at FIU. “Comparable solutions cost hundreds of thousands of dollars. Our director saw the demo, and it was exactly what he wanted to see.”

Since integrating eForms into workflow processes in 2011, FIU has made extensive use of Lexmark technology to simplify online entry and data collection through its websites and portals. To date, the university has incorporated almost 90 eForms in various departments across campus, with more on the way.

Before using eForms, FIU administrators had to repeatedly contact students and employees to ensure they had completed and submitted hard copy forms in various locations across campus. Now, according to Duran, “it’s all about efficiency. The documents just show up in the queue and we process everything online. It’s definitely made us more efficient.”

Streamlining financial aid

Prior to implementing eForms, the financial aid checklist on the student portal led students to several different websites, where they would download variety of pdf forms and manually fill out the required information.

Now, students complete their data using eForms, which are automatically submitted to the checklist workflow. Financial aid administrators can quickly verify whether the information is complete or incomplete via an automated checklist process. Once complete, the checklist is uploaded to PeopleSoft, where it’s available for instant access to staff.

Through the use of eForms, “we’ve automated the financial aid checklist process,” says Vargas. “It’s very sophisticated and very seamless.”

Simplifying HR processes

In addition to financial aid, the human resources office at FIU has also gained significant efficiencies since implementing our eForms technology. At certain times of the year, it takes HR staff up to three weeks to process tuition waivers for eligible students.

By using eForms, this process is now completed in a matter of days. “automating a lot of the processes that interface with PeopleSoft, frees up our staff to do what they should be doing, rather than administrative tasks,” explains Vargas. And since the solution is so easy to learn and use, FIU has developed the campus eForms organically, without help from university professional services. “HR is ecstatic that we’ve taken the paper forms out of the hands of prospective employees,” adds Duran. “Everything is totally automated in the office, and our goal is to remove every single form so there is no more paper.”

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