



Preserving *the past,* Insuring *the future...*

Transcript *Almirah* in use in the registrar's office at SUNY College

The registrar's office at the College at Geneseo in the State University of New York (SUNY) system was having a difficult time dealing with requests for transcripts from past students due to the transcripts from ten years ago and prior to that time not being available electronically. Whenever a request for a transcript came in, the associate in the registrar's office had to walk over to the room where the physical records were located, search for the appropriate document, find the transcript, make a copy of the transcript, walk back to the associate's desk, and dispatch the transcript via regular mail, or hand over to the requester. The associate would then have to walk back to the records room and replace the document in the correct location. The workflow corresponding to this setup is depicted via Figure 1.

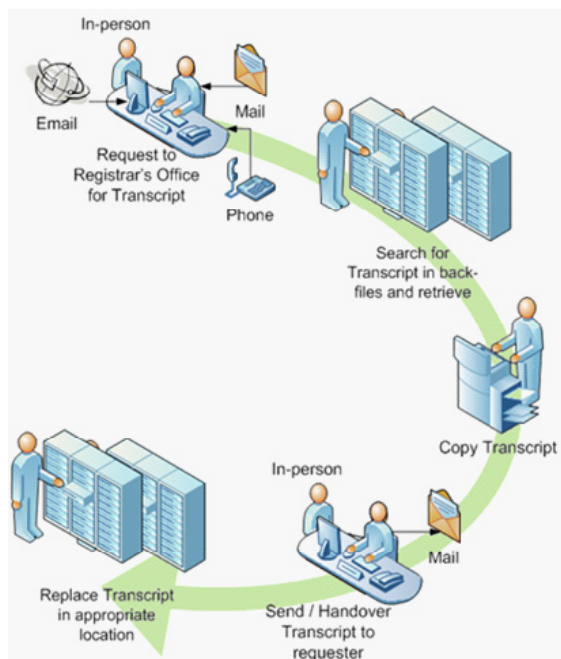


Figure 1: Original Workflow in registrar's office

This entire process involved nine specific activities or steps with the total time for the transaction to complete ranging from 36 min to 1.5 hours. In addition, the potential for error existed in a couple of the steps, as shown in Table 1. Note, that in situations where the university policy allowed transcripts to be emailed to the requester (SUNY Geneseo has a policy of not emailing transcripts

Step	Time Required	Error Potential
Register request	5 min	Minimal
Travel to location of physical transcript	2 min	Minimal
Search for transcript	5min – 1 hr	Minimal
Travel to copier/scanner	1 min	Minimal
Make copy or scan transcript to desktop	5 min	Medium - could make unnecessary copies
Travel to desk	1 min	Minimal
Hand over copy or send via mail /email to requester	5 min	Minimal
Travel to transcript room	2 min	Minimal
Replace transcript in correct location	10 min	High (could replace in wrong location)
Total time for transaction	36min – 91min	Med-high

Table 1: Time to access record and dispatch to requester in Original Workflow (the email activity could be accomplished by the associate in the registrar's office without any additional step being needed).

Another point to consider was that prime office space was being taken up due to one room being dedicated to the storage of these records in order to enable proximity to the records.

With NanoArk's *Almirah*, the registrar's office was able to adopt a significantly shortened workflow (fewer number of steps) related to filling the request for a transcript. In the new workflow, the associate in the registrar's office was able to, from her desk, connect to the server that housed NanoArk's *Almirah* server, do a quick search for the transcript based on a keyword or a combination of keywords such as last name, first name, middle name, date of birth, or student identification number. The result, most often in much less than 30 seconds, was displayed as a set of records that matched with the search parameters. The associate was able to download the transcript to her desktop and either print it to hand over or send via regular mail, or send as an attachment via email to the requester. A diagram depicting the steps of the new workflow is depicted in Figure 2.

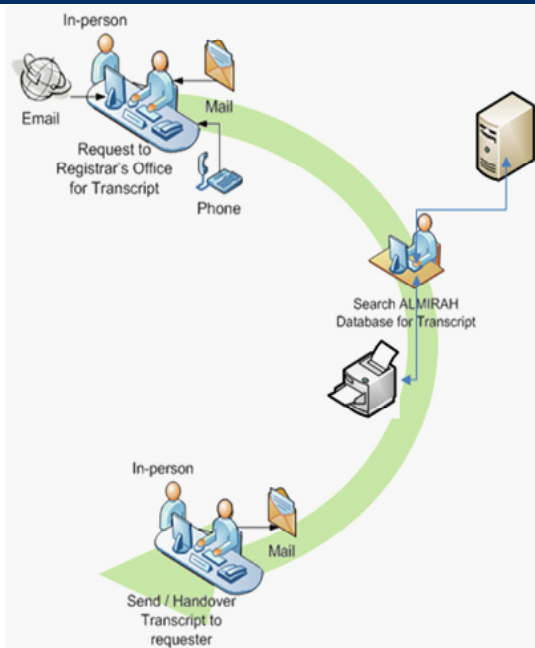


Figure 2: New Workflow in registrar's office

The number of steps was reduced by half, and the time for the workflow, in a best case situation was brought down to 16.5 minutes with the worst case timing being just 18 minutes for one transcript transaction. Also, the potential for error was completely eliminated. This is explained via Table 2.

A comparison of the time required to access a transcript record and dispatch a copy of it to the requester, both in a best case (BC) scenario and a worst case (WC) scenario, has been provided in the chart in Figure 3. Furthermore, these times have been extrapolated for up to five requests and the corresponding times charted. As can be seen, the time for acquisition and dispatch of transcript records, especially in a worst case scenario, explodes for the original workflow, whereas it is much more manageable in the case of the new workflow.

A MESSAGE FROM OUR CEO

by Dr. P.R. Mukund

In every organization, strapped budgets and cash flow issues are dominating the minds of decision makers. Even though it can be stressful, it is also an opportunity to take a good, hard look at approved archiving and document management practices to see how we can improve productivity and save money at the same time.

Current customers who have entrusted their transition from paper-based to electronic document management systems to us are thrilled with what we have helped them accomplish, all while staying well within their budget constraints. Not only have we provided a total solution, but have helped them cut their operational costs as well. Our services include scanning, indexing and installing our user friendly document management software, *Almirah* to benefit our customers' needs. In this issue of our newsletter, we want to share one such success story. Look at what we have done!! We would love to do it for you as well.

Give us a call, or send us an e-mail. We can provide you with a no obligation needs analysis, totally free of cost. Our certified lean six sigma expert will show you what you can do, and how we can help.

Step	Time Required	Error Potential
Register request	5 min	Minimal
Connect to electronic database, Almirah	1 min	Minimal
Search for transcript	30 sec - 2 min	Minimal
Print transcript, if needed	5 min	Minimal
Hand over copy or send via mail /email to requester	5 min	Minimal
Total time for transaction	16.5 min – 18 min	Minimal

Table 2: Time to access record and dispatch to requester in New Workflow

Additional advantages to note are:

- The records are no longer taking up space in the office area. That work space is now available for other use.
- Several associates can have access to the student records.
- Access to the records can be controlled by the designated administrator in the registrar's office.

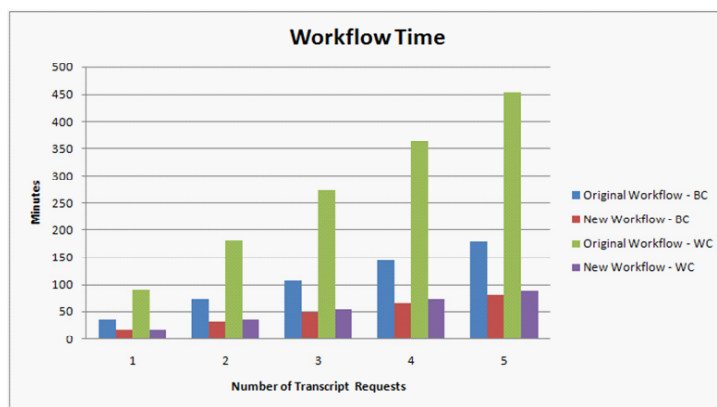


Figure 3: Comparison of workflow timings for transcript acquisition.

Upcoming Conferences: July 2010

July 5-8, Fifth International Conference on Digital Information Management, *Thunder Bay, ON*, IEEE Technology Management Council, <http://icdim.org>

July 12-14, North American Fuzzy Information Processing Society Conference, *Toronto, ON*, NAFIPS, <http://nafips2010.org>

August 2, International Symposium on XML for the Long Haul, *Montreal, QC*, Mulberry Technologies, Inc., <http://balisage.net/longhaul>

August 3-6, Balisage: The Markup Conference, *Montreal, QC*. Mulberry Technologies, Inc, <http://balisage.net>

August 10-15, SAA Annual Meeting, *Washington, DC*, Society of American Archivists (SAA), <http://archivists.org/conference>*

August 16-20, Search Engine Strategies San Francisco 2010, *San Francisco, CA*, Incisive Interactive Marketing LLC, <http://searchenginestrategies.com>

August 22-26, ACS Division of Chemical Information Symposium, *Boston, MA*, American Chemical Society Division of Chemical Information, <http://acscinf.org>

*Indicates A Conference members of the NanoArk Staff will be Attending.