



SACRAMENTO
STATE

Digital Transformation

Survey Responses



Information Resources & Technology

Redefine the Possible™

Digital Transformation Survey Questions

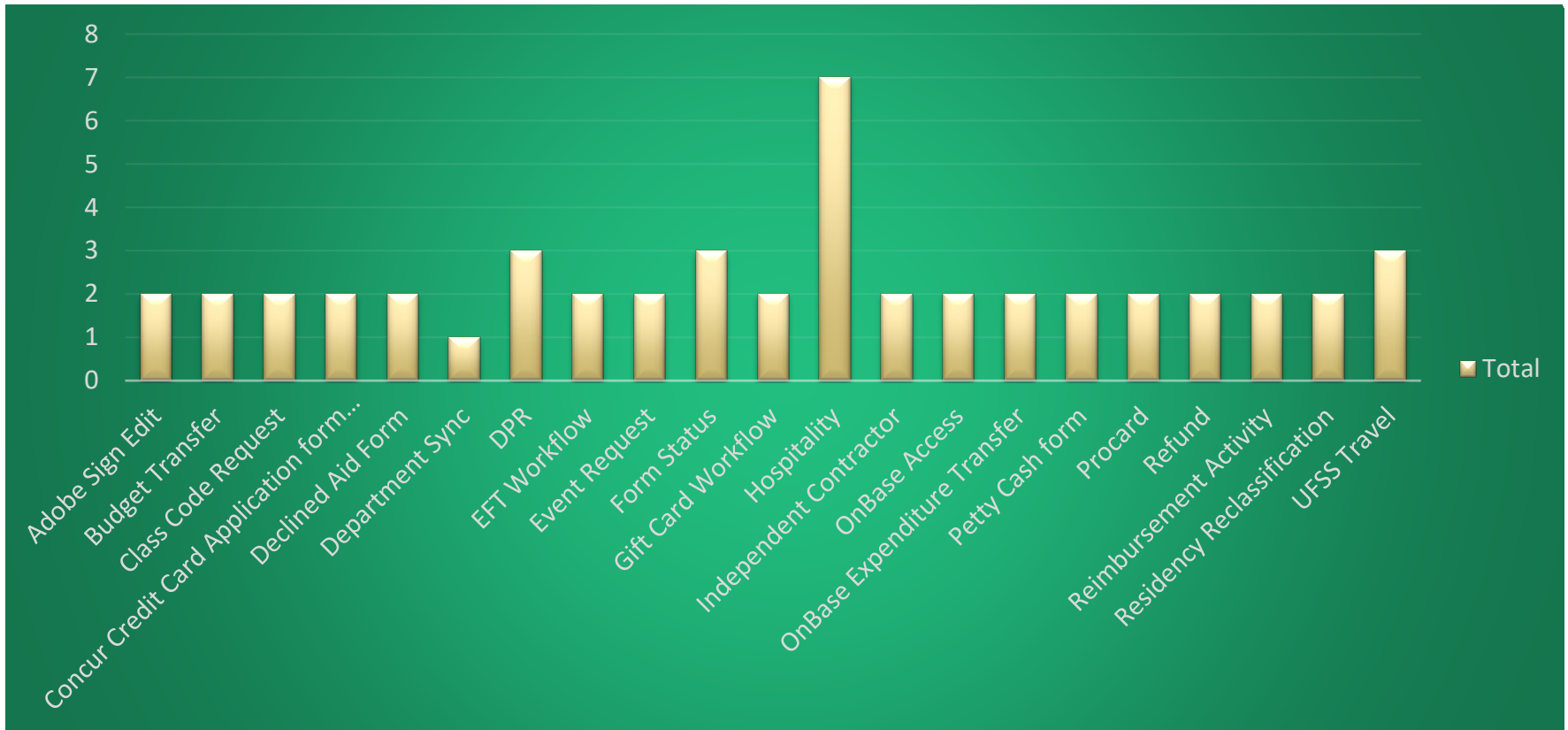
Feb/2024 - Surveyed Business Partners
Received 35 responses in total

qualtrics^{XM}



- 1. Are there time-consuming processes with electronic (PDF, Word, Excel, etc.) or paper-based forms that would benefit from electronic signatures with a pre-defined or programmed workflow?*
- 2. Are there electronic tasks or services that campus users complain about or seem to confuse people?*

Survey Responses by Forms



Survey Feedback



“University Process Challenges”

- Unclear UEI HR Processes
- Cumbersome grant & Concur Travel processes
- Classroom reservations and events
- Release of Liability forms for Student Field Trips
- Digitize student & HR records
- Streamline processes:
 - ✓ *Add/Drop*
 - ✓ *Degree Checkout*
 - ✓ *Scheduling & Registration*
 - ✓ *Fund Creation*
 - ✓ *Wire Requests*
 - ✓ *ICT*

“Streamline Paperwork”

- Use digital platforms (OnBase, Acrobat Sign) and automated workflows
- Easy monitoring of workflow progress
- Interactive chatbot help:
 - ✓ *Submitting forms & getting real-time status*
 - ✓ *Answering questions*

“Acrobat Sign Limitations”

- Editing/correcting in forms
- Workflow chart for tracking forms
- Send document for edits
- 10MB limit for document attachments

“Electronic Work Challenges”

- Centralized information repository
- User-friendly electronic work system
- Flexible document management system

Digital Transformation Survey Status





Red Tape Committee *Process Improvements*

Area/Category	Initiatives	Status
Class Scheduling	<i>Add/Drop Form Process Improvement</i>	<i>In Progress</i>
	<i>CSUS New Academic Planner Initiative</i>	<i>In Progress</i>
ABA	<i>Identifying manual forms to be added to Acrobat Sign Library</i>	<i>In Progress</i>
Concur and OnBase	<i>OnBase Student Forms Status</i>	<i>Completed</i>
	<i>OnBase Faculty/Staff View of Student Forms Status</i>	<i>In Progress</i>
	<i>OnBase Staff Forms Status</i>	<i>Not Started</i>
	<i>OnBase Role-Based Access</i>	<i>Not Started</i>
Software Licensing/ICT Reviews	<i>IRT Process Improvement Discovery on ICT</i>	<i>In Progress</i>
HR	<i>CHRS</i>	<i>In Progress</i>
Enrollment & Engagement	<i>EE & CCE Slate CRM Implementation</i>	<i>In Progress</i>
Faculty Affairs	<i>RTP Improvement Process</i>	<i>In Progress</i>



Lessons Learned

Observations	Approach		
Differences <ul style="list-style-type: none"> ✓ Campus business processes ✓ Use of tools 	Partnerships		
	More partnerships with campus areas/colleges	Functional owner(s) for service and service management practices	
Gaps/Opportunities <ul style="list-style-type: none"> ✓ Guidelines ✓ Support Expectations ✓ Visibility of form status & Workflows 	Standard Processes & Governance		
	Business Process Review and improvement	Increase use of standard workflows to remove administrative barriers	Create tool guidelines, Strong Form & Data Governance
	User Experience		
Enable user friendly easy access to forms and real-time status tracking			

Discussion & Questions



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