

# Softdocs

## Oakland Community College

### How Oakland Community College Replaced Two Legacy Systems and Saved 15,000 Hours Annually—Without Increasing Costs



Watch the complete webinar.

Oakland Community College (OCC), one of Michigan's largest community colleges, serves 15,000+ students across five campuses with a diverse team of 1,200+ faculty and staff. Faced with outdated systems and manual workflows, OCC needed a modern solution to eliminate inefficiencies, integrate seamlessly, and enhance the student experience.

#### At a Glance:

- ✓ 15,000+ hours saved annually
- ✓ 100,000+ forms processed per year
- ✓ 13.8% increase in enrollment
- ✓ 12.7% increase in credit hours taught
- ✓ Zero cost increase

Softdocs was the only solution that met our needs with its Ethos integration, allowing seamless data flow and pre-population of forms to significantly improve data standardization and user experience. This was critical to support our migration to Colleague SaaS. The partnership with Softdocs has been exceptional. Whenever we encounter a challenge, their team is quick to respond and provide solutions, making them a critical part of our technology stack and strategic initiatives.

#### Chuck Flagg

Executive Director of Technology Infrastructure  
Oakland Community College

## The Challenge: Inefficient, Paper-Heavy Processes

OCC faced several critical challenges.

- 1 1,000+ forms managed manually through PDFs, Word docs, and spreadsheets
- 2 Outdated systems like ImageNow and DocuSign no longer met the college's needs
- 3 Thousands of paper transactions overloaded staff, delaying key services like financial aid and student records, etc.
- 4 Limited mobile access and lack of WCAG-compliant tools for students and faculty
- 5 An upcoming Ellucian Colleague SaaS transition required seamless integration

Without a solution, delays and inefficiencies would continue to hinder growth and student success.

## The Solution: Etrieve from Softdocs

OCC replaced outdated tools with the Etrieve platform from Softdocs, the leader in education-focused document management and process automation. Together, they digitized, streamlined, and automated key processes across the institution.

- ✓ **Automated e-forms and workflows** for financial aid, student records, hiring, and personnel actions
- ✓ **Cloud-based document management** to eliminate paper and improve efficiency
- ✓ **Mobile access and WCAG 2.1 compliance** for flexible, accessible services
- ✓ **Full integration with Colleague SaaS and Ethos** to reduce manual entry and improve accuracy

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## The Impact: Transforming Operations and the Student Experience

This wasn't just a technology upgrade; implementing the Etrieve platform from Softdocs fundamentally changed how OCC operated and served students.

### Institutional Outcomes:

- 1 **12.7% increase in credit hours taught** → Better student access and persistence
- 2 **13.8% increase in enrollment** → Fewer administrative barriers and improved student experience
- 3 **Support for Dual Enrollment** → Faster processing for high school students

### Operational Efficiency:

- 1 **15,000+ labor hours saved annually** → Equivalent to 5–6 full-time staff
- 2 **100,000+ forms processed annually** → From weeks to hours
- 3 **Reduced Course Change Process** from 12+ hours to under 1 hour

These improvements drove significant growth across all five campuses and helped OCC deliver on its promise of high-quality programs and services.

## Ready to Modernize Like Oakland Community College?

Watch the complete webinar.

Oakland Community College didn't wait to fix what wasn't working — they partnered with Softdocs to transform operations and improve student outcomes.

