

Softdocs



College of DuPage

How College of DuPage Built a Process Automation Engine with Etrieve from Softdocs

College of DuPage (COD) runs high-volume work across student services and campus operations — transcript evaluation, financial aid requests, program applications, and more. Before Softdocs, it was difficult to standardize processes, hard to evolve workflows quickly, and challenging to provide consistent visibility across departments. The Etrieve platform from Softdocs consolidated intake, routing, and completion — reducing manual workarounds and enabling campus teams to build processes on a more consistent foundation.

At a Glance:

- ✓ Replaced multiple legacy systems (Perceptive Content, Brainware, PDFs, scanning) with one centralized solution
- ✓ Managing more than 12 million documents digitally
- ✓ Financial aid forms used 20,000+ times in one year
- ✓ Launched 100+ total forms across campus
- ✓ Created 25+ dashboards — and building more
- ✓ Full adoption of the Etrieve platform across campus

Requests used to get buried, and it was hard to know where things stood. We moved the process into Etrieve and used dashboards to make their status visible. Now, requests are easier to track, and there is less ambiguity with approvals.



Watch the complete webinar.

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The Challenge: Paper, PDFs, and Scanning

COD's prior environment made it difficult to maintain and evolve workflows quickly. Forms were distributed across the institution without a single repository, and even when workflows existed, manual scanning and PDF handling still appeared in the process.

COD was stuck with Perceptive Content, a legacy document management system that was hard to change. Forms lived everywhere, so there was no single source of truth. Even when workflows were "digital," paper and scanning were still in the middle of the process.

The Solution: The Strategic and Scalable Etrieve Platform

As College of DuPage adopted the Etrieve platform from Softdocs, departments started to realize what was possible:

- ✓ Shifted from "we can't do that" to "how can we make this work?"
- ✓ Tailored workflows to department needs instead of forcing departments into rigid systems
- ✓ Built internal champions as departments saw results and shared success with peers
- ✓ Achieved a rapid go-live pace, launching 30 new financial aid forms in two weeks
- ✓ Designed process alongside Ellucian Colleague for a single source of truth for information

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The Impact: Fast Deployment, Significant Savings

The student experience is a major focus for COD's leadership, and COD's team described Softdocs as a practical way to reduce friction.

- ✓ **Clear status visibility:** less guessing about where requests stand
- ✓ **Fewer "lost" requests:** less time spent tracking down items stuck in inboxes or email
- ✓ **More accountability:** clearer handoffs and approvals throughout the process
- ✓ **Cost savings:** \$25,000 saved by avoiding additional separate systems
- ✓ **Less paper, more time:** cut 10–40 hours per week in paper form handling for that process
- ✓ **Set for the future:** increased long-term value by using one platform across departments
- ✓ **Integration-ready:** standardized integrations with Ellucian Colleague and Ethos forthcoming

What's Next?

College of DuPage's story doesn't end with digitizing forms or creating dashboards. COD described a bigger shift: using Softdocs as a solution that continues to scale with them so teams can streamline work, expand automation, and make processes easier to track across campus.

Ready to Modernize Like College of DuPage?

Watch the complete webinar.

COD didn't settle for patching up legacy systems — they embraced a modern platform for the entire campus. See their complete story.

