



**AS PART OF THEIR DIGITAL TRANSFORMATION INITIATIVES, THE UNIVERSITY OF SAINT FRANCIS HAS DIGITIZED HUNDREDS OF PAPER FORMS AND PROCESSES.**

- USF supports an extremely diverse community of students, faculty and administrative staff.
- They realized that paper- and email-based forms and processes were extremely inefficient and wasted valuable time that could be better spent on education.
- Working with frevvo, they've digitized hundreds of processes in every area from employment applications to business office needs and student documents.
- Faculty and students have now significantly reduced unnecessary back-and-forth, wasted time due to errors & omissions as well as unnecessary data entry.

**Customer Profile:** Founded in 1890 and rooted in the Catholic and Franciscan traditions of Faith and Reason, the University of Saint Francis (USF) engages a diverse community in learning, leadership and service. From its earliest days to its current status as a degree-granting liberal arts institution, USF has remained true to its core mission while always evolving with the times.

**Business Situation:** USF serves a range of constituents from a large student body, faculty and staff. Students, in particular, are very familiar with mobile devices and prefer using them for everything. Yet, the vast majority of USF's forms and processes were paper-based. Students and staff would print out Word or PDF documents and fill them out by hand.

"We chose frevvo Live Forms to digitize hundreds of paper-based forms and workflows. The software is fast, easy-to-use and has become one of our critical, go-to systems for automation projects."

**Andrew Repp,**  
Director of Enterprise Applications

Like every other organization, USF's forms don't live on an island. They are almost always part of a business process that spans multiple individuals and departments. For example, an internship registration form routes from a student to his or her advisor and dean before finally being routed to the registrar's office for registration. Using paper or email is inefficient, confusing and error-prone. It wastes valuable time on paperwork instead of focusing it on the University's main priority – its students.

Further, paper forms cannot access data from their Jenzabar Student Information System or in SharePoint leading to unnecessary data entry and even more wasted time.



**Solution Summary:** Using frevvo Live Forms, USF has now digitized hundreds of their paper forms and processes including employment applications, various business office needs and student-facing forms such as housing and academic requests.

Many forms are tightly integrated with their Jenzabar One SIS using stored procedures in the underlying MS-SQL database and frevvo's Database Connector. For example, the FERPA function lets students use frevvo forms, which look nice and are easy to use on any device. The data goes into Jenzabar so that internal, administrative personnel can continue to use the interface that they're already familiar with.

USF is transitioning to SharePoint as their main content services platform. frevvo forms and processes integrate with SharePoint. Employees access form data directly from a SharePoint list rather than a paper image or PDF copy. They also save documents into SharePoint libraries so that it now acts as a system of record.

USF's Form Central portal is designed to be mobile friendly. frevvo forms and processes work automatically on mobile devices providing a key benefit to students who prefer using smartphones.

Electronic workflow routing ensures that people don't need to know who the next person in the approval chain is. With personnel turnover and changes, this can be time-consuming and confusing. The electronic process simply looks up the next approver in the database and automatically routes to the right person with the proper notification.

frevvo Live Forms has now become a critical business system at the University of Saint Francis and they intend to continue rolling out digitized forms and workflows as part of their digital transformation.

**Benefits:**

- The automated processes in frevvo significantly reduce valuable time spent on paperwork allowing it to be directed towards more important activities – teaching and learning.
- frevvo's software is visual and easy to use and reduces the burden on overworked I.T. staff.
- Mobile-ready forms are more convenient for students.
- Integration with business systems reduces manual data entry and unnecessary errors.

“frevvo's solution connects with our Jenzabar SIS, SQL databases and SharePoint Online.

Pre-filling form fields and saving data electronically to these systems saves time and reduces unnecessary back and forth due to errors and omissions”

**Andrew Repp,  
Director of Enterprise Applications**