Digital Transformation of
Community Colleges
with **NewgenONE**

Overview

A majority of community colleges across the United States still depend on legacy systems and manual inter-departmental processing of applications for student registration, financial aid, and other student-related services. Administrative processes and approvals for staff-related services are carried out in silos and are time-consuming. This leads to unwarranted bottlenecks and increased costs.

The primary reason that can be attributed to these inefficiencies is that existing systems at community colleges are not 100% digital and are not adept at handling large volumes of data. With the number of applications slated to grow, administrative departments and student-related services at community colleges need to modernize their technology investments to ensure they can scale and meet the needs of the students in a timely and efficient manner.

In 2020, 19.7 million students in the US attended college out of which close to 15 million were enrolled in public colleges*.

These figures are expected to grow over the next few years. Community colleges must ensure that all administrative and student-related services can be scaled to meet the needs of the growing number of students.
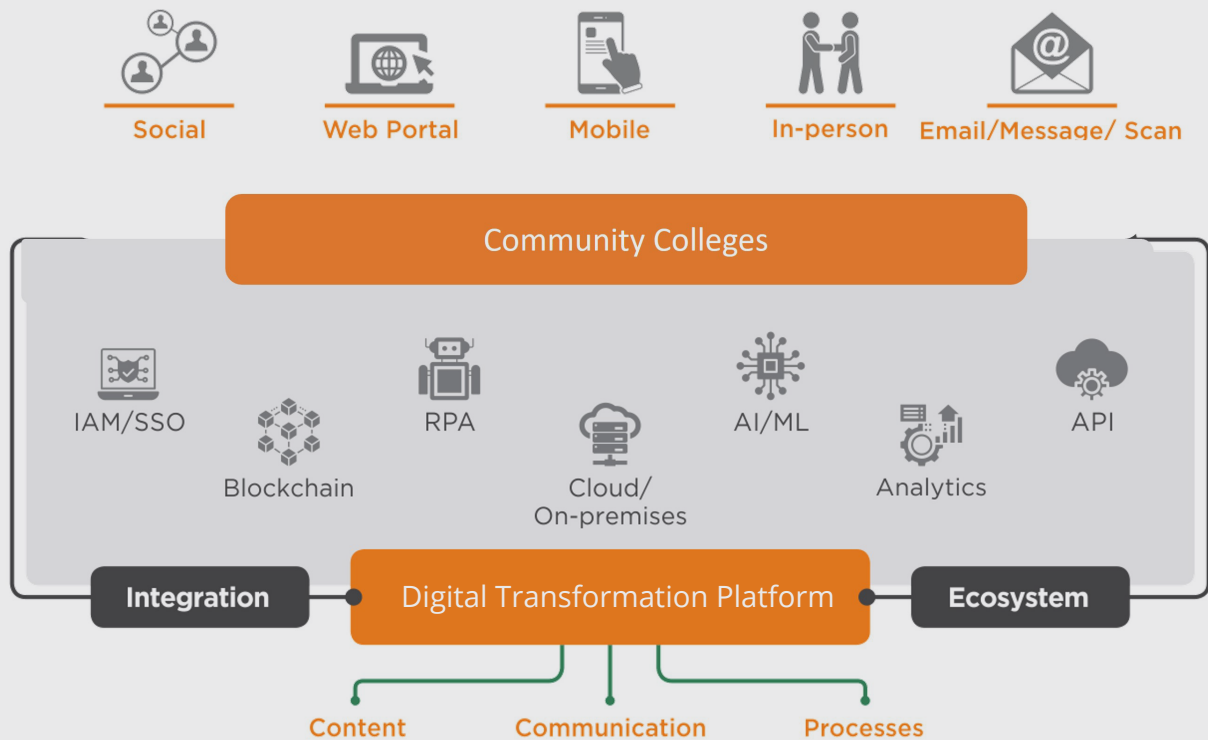
*National Center for Education Statistics

Absence of a centralized repository to store huge volumes of documents

Obsolete legacy IT systems

Lack of touchless processes during the pandemic

Key Challenges Faced by Community Colleges

Ineffective collaboration among departments

Longer review and approval cycles for student applications

NewgenONE Digital Transformation Platform:
A One-stop Solution for Community Colleges

NewgenONE digital transformation platform, with its native process automation (BPM), content services (ECM), and customer engagement (CCM) capabilities, can enable community colleges to digitize their end-to-end processes, manage large volumes of complex data, extract intelligent insights, and deliver personalized communications to students and other stakeholders across channels at scale.

NewgenONE Digital Transformation Platform

Social | Web Portal | Mobile | In-person | Email/Message/ Scan

Community Colleges

IAM/SSO | Blockchain | RPA | Cloud/On-premises | AI/ML | Analytics | API

Integration | Digital Transformation Platform | Ecosystem

Content | Communication | Processes

Low Code Process Automation Platform

- Enable institution-wide digital transformation
- Automate complex processes
- Bridge organizational silos
- Streamline operations while driving continuous process improvement

Administrative processes, such as facility management, payroll services, finance, transportation, and student-related services, including academic sessions, Financial Aid, course and program services, and Career and College Promise (CCP) require an effective workflow management system. Newgen's low code process automation platform can streamline end-to-end workflows by helping colleges rapidly deploy mission-critical applications.

Contextual Content Services Platform

- Capture and extract critical information from paper and digital documents
- Provide real-time collaboration
- Empower employees with smart search and intelligent recommendations
- Ensure safe access to content while maintaining security

Our platform can help community colleges in the end-to-end digitation of content. Institutions can scan application forms, grant certificates, receipts, and other collaterals by capturing data and transforming it into actionable information. The captured documents can then be stored and archived in the content repository that is secure, scalable, compliant, and has role-based access and control. It enables speedy capture, storage, and archival of documents and improves inter-departmental collaboration.

Omnichannel Customer Engagement

- Design engaging communications with user-friendly and ready-to-use templates
- Ensure personalized, effective, and compliant communications
- Enable responsive interactions across channels and document generation through self-service portals
- Generate real-time reports and track delivery of communications across various channels

Colleges can create and deliver personalized, targeted, and consistent communications to all stakeholders. Student certificates, mark sheets, receipts, financial aid certificates, and other outbound communications can be generated automatically and sent across to students in real-time through their preferred channel of correspondence.
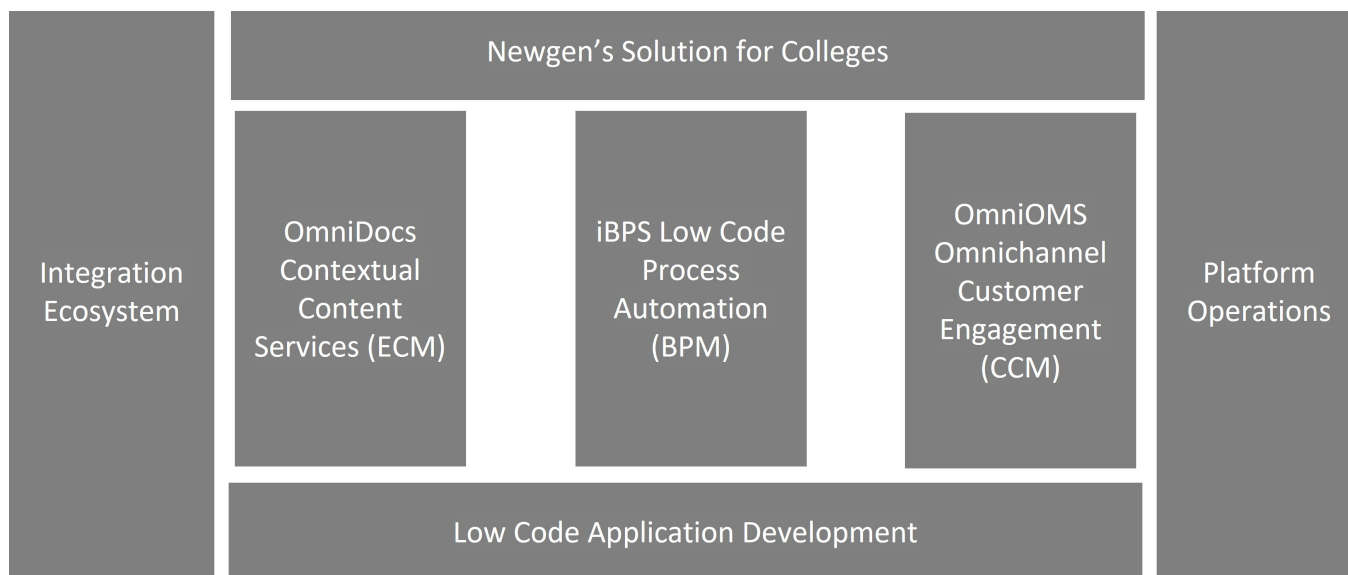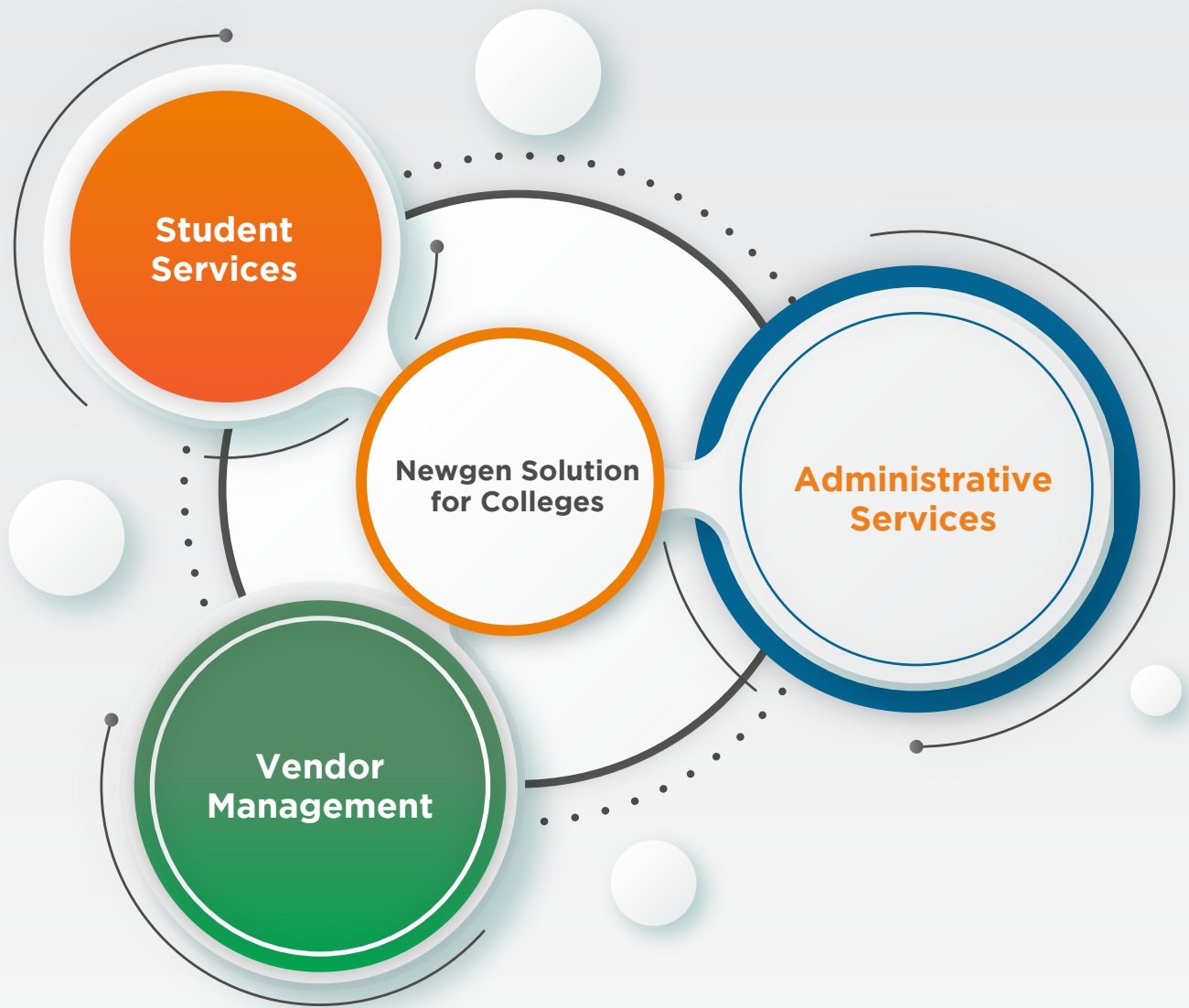
Students	Administration	Vendors
	Newgen's Solution for Colleges	
Integration Ecosystem	OmniDocs Contextual Content Services (ECM)	iBPS Low Code Process Automation (BPM)	OmniOMS Omnichannel Customer Engagement (CCM)	Platform Operations
	Low Code Application Development	

Student Services

Newgen Solution for Colleges

Administrative Services

Vendor Management

Case in Point - Financial Aid

Financial aid is a welfare aid provided by the federal government of the United States to eligible students. To claim financial aid, students need to submit **a free application for federal student aid (FAFSA)** form to claim their benefits.

Newgen's solution for community colleges will enable students to:

- Fill up the FAFSA form from the student portal
- Check eligibility for different types of financial aids
- Check state-level guidelines and eligibility

Once students fill up their FAFSA applications, it is then routed to the college administration who can then leverage automation capabilities of the NewgenONE digital transformation platform to:

- Validate the forms automatically
- Scan and upload documents in bulk
- Route applications for approvals to the respective stakeholders
- Store and archive applications, documents, and other collaterals securely in a virtual content repository
- Send communications automatically to students across different channels, such as email and SMS, to update them on the status of their applications
- Access real-time dashboards with the status of different applications and associated actions to be taken

1. Apply for Financial Aid

2. Check guidelines and eligibility

6. Disburse approved amount

Financial Aid Process

5. Forward to the Federal Government for final

3. Review FAFSA Application

4. Approve Application

Why Choose NewgenONE for
Community Colleges?

Streamlined operations
Effective management of end-to-end activities of educational institutions

Unified processes with no information silos
Effective management of end-to-end activities of educational institutions

Increased productivity of IT staff
Professional IT developers can leverage low code to rapidly develop complex business applications

Omnichannel engagement with students
Effective management of end-to-end activities of educational institutions

Omnichannel engagement with students
Automated, contextual, and omnichannel engagement across channels—print, email, SMS, and social media—to improve interactions with students

Seamless integration with legacy systems
Easy integrations with third-party applications, such as SAP and ERP, through webservices and API

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, and communication management capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries. Newgen unlocks simple with speed and agility.

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