



Why will document workflows remain digital after the pandemic?

Introducing signNow on campus:

Before the pandemic and lockdown, several staff members on campus were using Adobe solutions individually. There was no institutional agreement though, and experience with Adobe was limited to personal use only.

As was the case with thousands of other organizations and businesses around the US and the world, COVID-19 prompted the search for a document workflow solution that would be appropriate for off-campus and telecommuting work.

Chad Copple: "The pandemic forced us – and lots of other organizations – to take a couple giant technological leaps forward. We had been looking at digital signature solutions before but there was never any pressure to introduce it on campus."

Cathy DeJarnette: "It was definitely COVID that led us to finally do something about it, about 15-16 months ago. Everybody had to go home but we still had documentation to be signed, sealed and delivered. So, signNow became one of those good things that came out of COVID for us".

As soon as the decision to adopt an electronic signature solution was approved by the administration, Cathy put together an ad hoc committee to consider several competing eSignature solutions then available and popular on the market. This ad hoc committee quickly became the signNow committee after the group read through the benefits, pricing, and features.



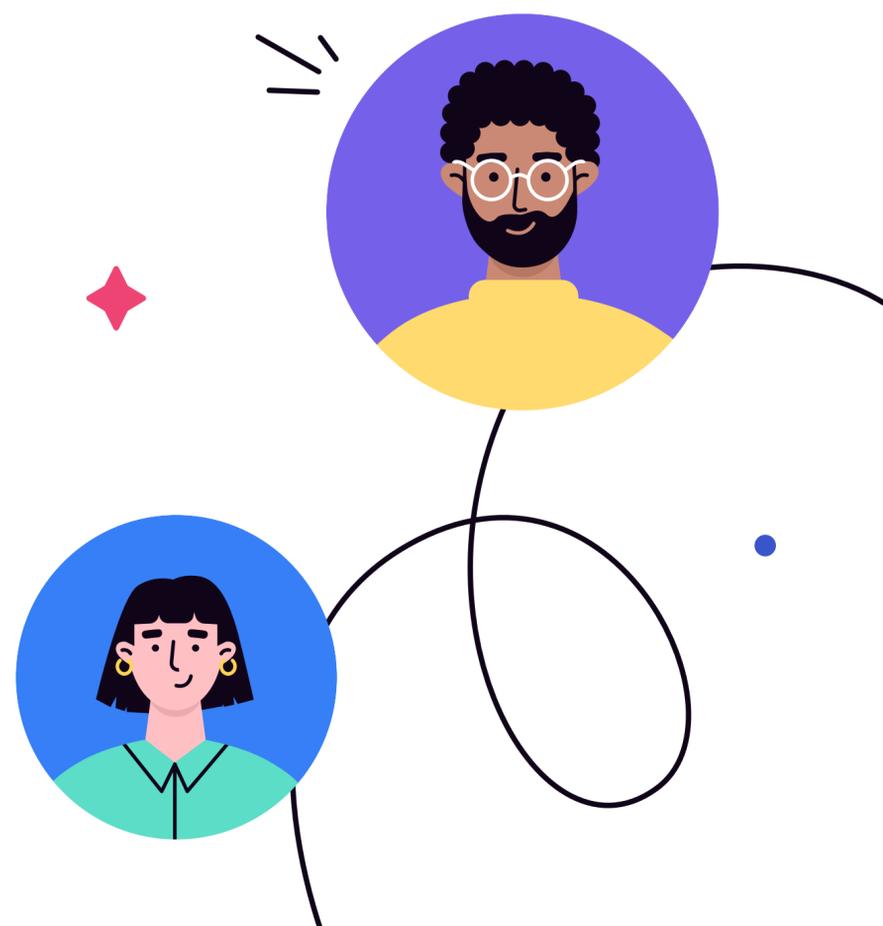
Customer profile

Interviewees

Cathy DeJarnette, Executive Director of Administrative Services

Chad Copple, Associate Vice President for Institutional Outreach

- Rend Lake College, a public community college in Southern Illinois
- About 2,000 full-time students
- 350 full-time and part-time employees
- 55 staff members are using signNow as senders, while all employees, students and their parents are using signNow as recipients/signers.



Several heavy hitters around the campus were then selected to become the signNow pioneers at Rend Lake College. After a short set-up period and some test drives, signNow has been gradually introduced across several departments of the College, including teams that were both working from home and in-office.

Which departments and services have been using signNow at Rend Lake College?

-  Students Records
-  Financial Aid
-  Grants
-  HR
-  Virtual Students Advisement

Cathy DeJarnette: “Financial Aid are heavy users of signNow, with FAFSA paperwork in particular. Their percentage of documents returned has improved greatly with signNow - they are very excited about it. They are also getting much quicker results with the forms that parents need to sign. Before signNow, they used to spend a lot of time tracking down those parents”.

Apart from standard eSigning flows, Rend Lake College is using **signNow with SharePoint** which is part of their intranet.

Chad Cople: “Faculty used to be pulling down forms to fill them out on paper and signing them. With the help of our IT guys, we now have the flow when the needed document simply pops to the right person with signNow access. Every form now flows electronically. We have around 20 faculty forums set up in such a way. signNow and SharePoint are really playing well together.”

2021: Getting back on campus and face-to-face teaching

Now that campuses across the US are gradually getting back to the traditional teaching mode, many digital solutions introduced during the lockdown times out of urgent necessity are still being actively used due to the unbeatable benefits they bring to office work. Just as many offices will continue to use Zoom, Google Classroom or Monday after the pandemic, Rend Lake College has no intention to switch back to paper-based document signing, even though nearly everyone is back on campus by now.

Cathy DeJarnette: “As we’ve mentioned, Virtual Advisement were using signNow big time because they needed students’ signatures for consent purposes. Now that they are meeting face-to-face, the advisors are still using signNow! They ask students to sign forms right on their phones, simply because they know that in this case they will get all the paperwork back immediately.”

Chad Cople: “signNow got us through pandemic, and we are sticking with it. This is one of those things that we definitely don’t want to lose after all of this. Many have already appreciated that they can sign something on a phone, being in a different part of the state.”