Image Now Scanning Training and Procedures Manual

Overview. Document imaging through Image Now software is used for workflow processing as well as archive purposes in the Financial Aid office. The workflow process is a relatively new enhancement for the office. This project will serve as our basic training and procedures manual new employees and a reference document for current employees concerning the imaged workflow process.

Methodology. As a student paraprofessional and currently as a full-time intern, Theresa Strey has worked with Image Now document imaging software, for over four and has been part of the process from its inception. She has developed valuable and in-depth understanding of the software and the workflow process we implemented and clearly has demonstrated a high level of expertise. She has used her knowledge to create a thorough, substantial, but user-friendly training and procedures manual for future users of the program.

Significance. The significance of this project is substantial. Every staff member in the office must use and understand document imaging. Each year, if not each semester, a new student employee must be trained to do the initial scanning and sorting for workflow processing of the volume of paperwork received by the FA office. The need for accuracy in the initial scanning and sorting cannot be overstated. This project provides a user-friendly reference for anyone involved in scanning and a tangible document for training new staff.