



## San Juan College Automates Contracts and Program Processes with OnTask

### Overview

San Juan College is a public, 2-year college located in Farmington, New Mexico. San Juan College is a regional leader in education, serving 10,000 academic credit seeking students both on-campus and online. San Juan College offers 130 two-year degree and certification programs, as well as workforce training and community learning classes.

To properly serve students, San Juan College has a staff of close to 500, with 160 full-time faculty members. When the COVID-19 pandemic hit, it prevented staff members from turning in their employee contract renewals to the HR department's office on campus, as was standard protocol. That's when San Juan College found OnTask.

### Challenges

Each year, the staff at San Juan College are required to sign employee contract packets and return these documents to Human Resources for processing. When the COVID-19 pandemic hit, in-person classes were taken remotely and so were most of the full-time staff's jobs. This meant that employee contract packets could no longer be returned in person.

"We purchased OnTask because of COVID-19. Before COVID hit, annual employee contracts were handed in physically to the HR department," states Dr. Karen Acree, Director of Application and Technology Learning Services. This yearly process required signatures and review from multiple parties, making it tedious and time consuming, yet vital to the college's function.

Additionally, the college needed a way to continue sending and signing vendor contracts during the pandemic. With close to 800 contracts per year, they needed a solution that would make signing simple for all parties involved.

Dr. Acree's team uses multiple platforms, including an Enterprise Content Manager (ECM) to create forms and manage documents; and needed a solution that would be flexible enough to fit with these systems. "We have an ECM program for document storage," states Dr. Acree. "OnTask fits beautifully in the middle ground. Some things needed a workflow, but not something so complex as to be in the ECM. We are finding more and more forms going into OnTask."

**"OnTask is a great solution. The product is excellent, the support is excellent. The PEOPLE are what make your company. It really is one of the best moves we've made."**

*- Dr. Karen Acree, Director, Application and Technology Learning Services*

## Results

Dr. Acree's team was responsible for setting up and training San Juan College's HR department and Risk Management Director on using the new employee contract renewal workflow in OnTask. "It was one of the easier implementations we have done," states Dr. Acree. "My team was thrilled with how simple it was." Now, employee contract renewals are being completed quickly, and remotely.

Additionally, the college uses an Enterprise Content Management system for some of their more complex processes involving forms. Even though her team was creating these workflows and thoroughly training the employees who would be using them, confusion and help tickets often followed.

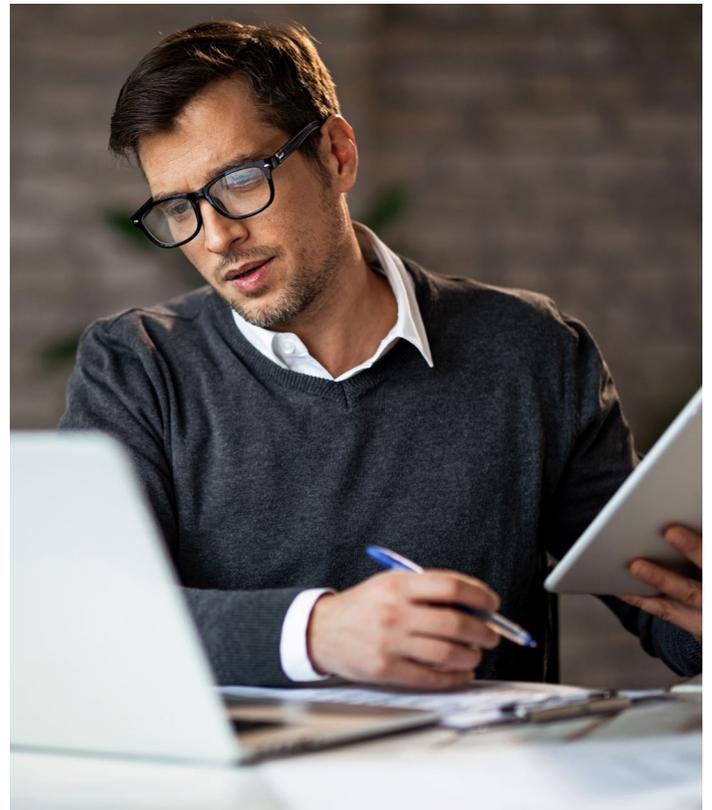
Now, she is finding that more and more forms that were once created in her ECM can now be done using OnTask. "With OnTask, we're able to hand form creation back to the users, and that's a huge relief for my team," states Dr. Acree.

Before landing on OnTask, San Juan College had tried DocuSign for their signature needs. However, using DocuSign led to a large number of help tickets from signing parties, and ended up being a more complicated and expensive system to implement. Upon switching to OnTask, the number of these help tickets dropped to zero.

"We've gotten so far past sending files for digital signatures. We're doing workflows, we're doing things that have multiple signatures in a workflow," states Dr. Acree.

For some of the more complex workflows her team worked on, they leaned on OnTask's support for assistance. Working with a few different members on OnTask's support team, Dr. Acree's team was delighted with the prompt help they received. "The support is top-notch," states Dr. Acree.

San Juan College now uses OnTask for employee and vendor contracts, federal TRIO program applications for students, their debt deferral program, and academic honesty reports. They plan to continue implementing OnTask wherever possible to further simplify both internal and external-facing processes.



## About San Juan College

Founded in 1956, San Juan College is a 2-year public college located in Farmington, New Mexico. Classified as a Native American serving institution, San Juan College is a regional education leader serving 10,000 students virtually and in-person. Their mission is to educate and empower individuals to thrive in an ever-changing world through providing academic, career, and technical education.

## About OnTask

OnTask is a workflow automation tool that makes it easy for users to create digital documents and forms for routing, review, approval, and signature. Whether internal or external, participants can work on documents and forms with ease, while giving administrators the ability to track files as they travel through review, and gain acceptance through verified digital signatures. For more information, visit [ontask.io](https://ontask.io).