

CSUN Aims for Paperless Processes Through Digital Transformation

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The eProcess+ Showcase featured presentations of a variety of digital tools and platforms available to CSUN faculty and staff. Photo by Patricia Carrillo.

California State University, Northridge is making strides toward becoming a paperless campus by using technology to digitally transform processes on campus. On April 3, CSUN's Information Technology (IT) division presented a variety of digital tools and platforms available for faculty and staff at the eProcess+ Showcase. Hilary J. Baker, vice president of CSUN IT, and Colin Donahue, vice president of CSUN Administration and Finance, gave the opening remarks.

Digital tools have been developed to help faculty and staff keep papers out of file cabinets, minimize errors and simplify department-specific processes. One example presented at the showcase was a platform developed specifically for the Office of Graduate Studies to help streamline the graduate course substitution process. CSUN staff replaced the old paper form with an electronic form that enables staff to access all information electronically, making the process faster and more convenient for both staff and students.

Many of the tools available to faculty and staff have been developed by CSUN IT over the past couple of years.

"Usually, users come to us with a problem and we choose a tool that's right for that process," said Anu Nagarajan, CSUN Information Technology human resources senior analyst. "If it's something that we support, then we can develop it, or if it's something they can do on their own, we can train them as well."

Other programs presented during the showcase include the video communications tool [Zoom](#) and the cloud storage service [myCSUNbox](#). Both are available for free to CSUN faculty, staff and students.

This month's event was the university's first eProcess+ showcase, but CSUN IT is working on many more projects aimed at helping more campus departments and programs go paperless, Nagarajan said.