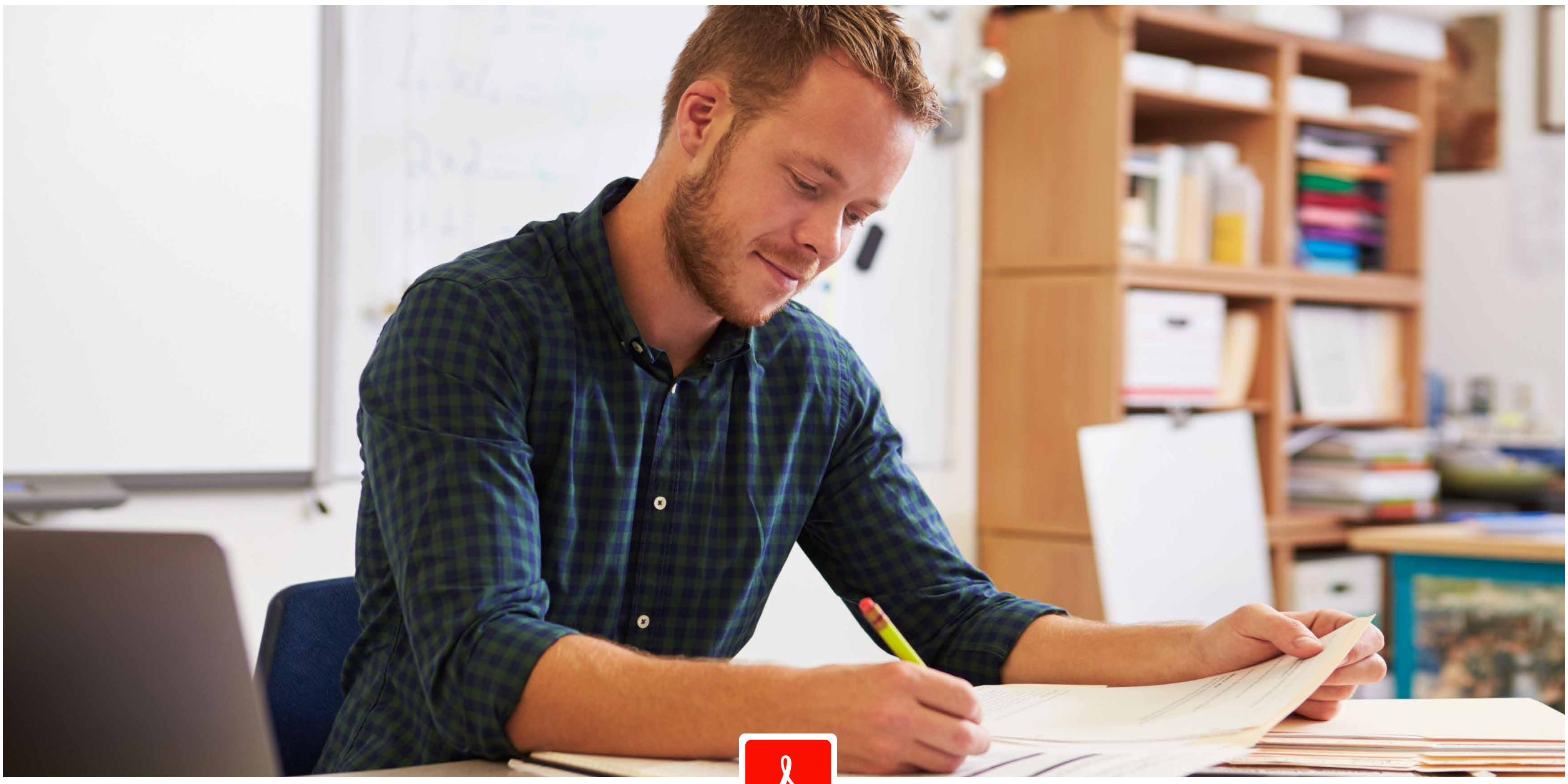


## Running campuses efficiently during times of change and challenge.

With most higher education work now taking place off campus, departments are looking for ways to maintain continuity of academic services and student engagement while improving virtual work and internal efficiencies.

## The impact of going virtual on higher education.

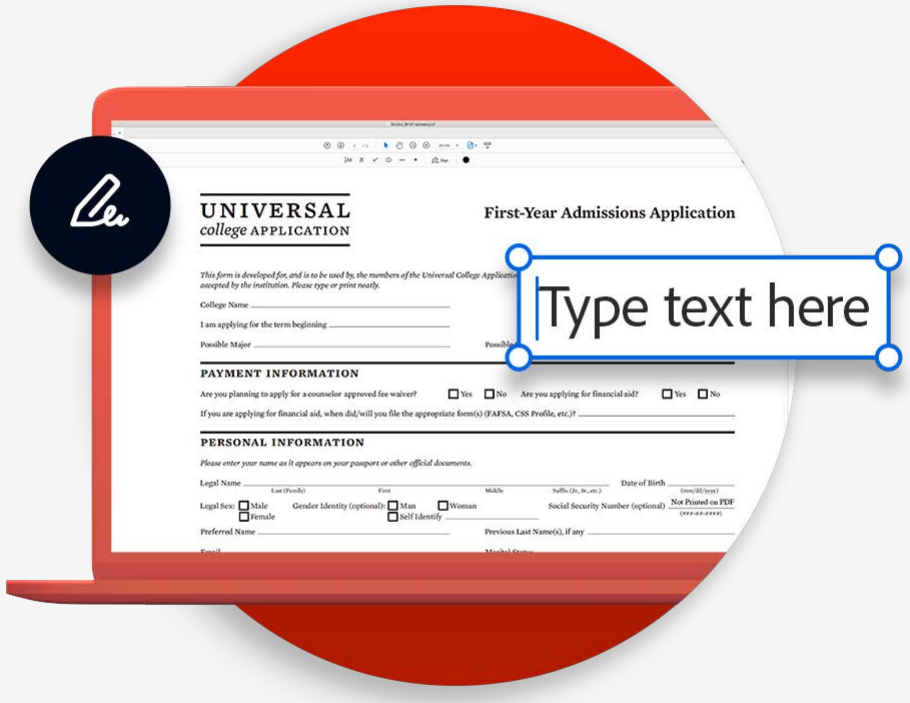
Moving to a virtual environment and working at a reduced capacity has taken a toll on staff.

**77%**

**say they've been negatively impacted.**
That's compared to 56% across all other industries.

## Doubling down on digital priorities.

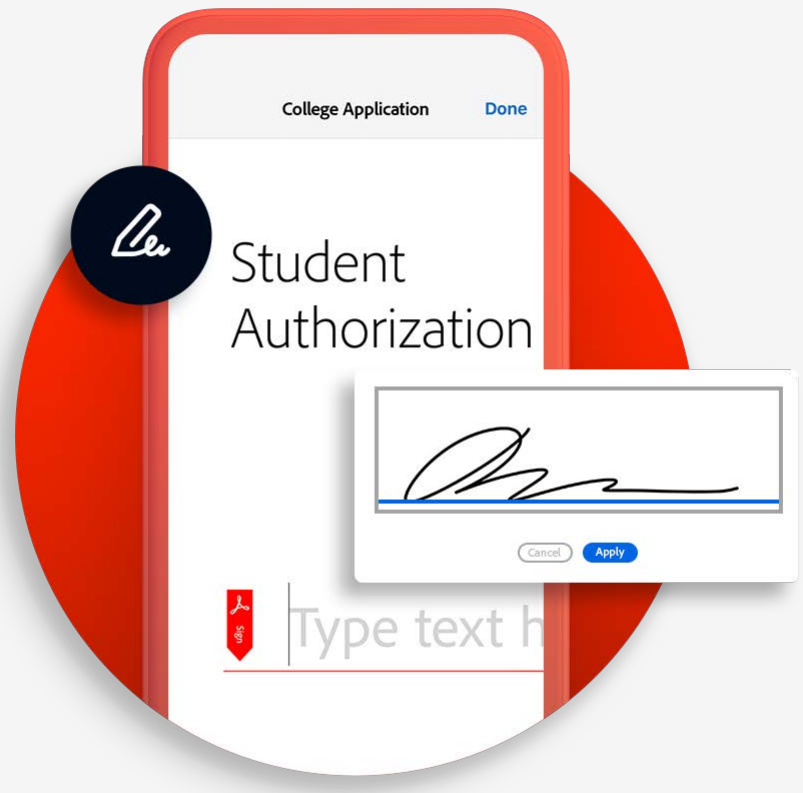
Pursuing critical digital initiatives—like network connectivity, system security, and digitization—helps higher education institutions maintain business continuity, so they can weather current and future challenges.




**59%**

**are eyeing business continuity projects.**

Ones that will keep academic services and student engagement on track.




**67%**

**say user-facing technologies are important.**

In fact, many think they're the most important initiative to retain and attract top caliber students and staff.

**64%**

**say digital document solutions are now essential.**

And they believe that integrating these solutions is key to elevating their digital maturity.

## Higher education leaders believe that moving to fully digital document processes can help them achieve the following goals:

**82% Maintain business continuity**

**81% Compete more strongly**

**78% Meet staff and student needs and expectations**

76% Improve digital alternatives and interactions

## Ahead of the game, but room to grow.

There is solid usage of digital document solutions in higher education. But when it comes to reviewing, approving, and archiving documents, many organizations' processes are still heavily paper based.

**21%**

**exclusively use digital document processes.** Higher education trends ahead of all other industries (13% average).

**51%**

**use digital document solutions.** And for 47%, e-signatures are standard protocol.

**79%**

**use both manual and digital document processes.** Many documents are still printed out and hand signed.

## Documents that could be all digital.

On average, less than 30% of forms processed at higher education organizations are done fully digital. Many of these are student- and alumni-facing documents—core to the survival of any higher education institution.

**Processes managed using a mix of manual and digital tools include:**

- Alumni relations
- Enrollment and admissions
- Academic (e.g., course add/drop requests)
- Contracts and procurement
- Grants and loans
- Social services
- Research proposals
- Faculty and staff contracts
- Permits, registration, and licensing

## Digital processes deliver long-term returns.

Higher education organizations believe that adopting digital document processes will help them tackle the needs of a remote environment today, and create a lasting impact on their operating environments.

### Predicted benefits:

**67%**
accelerated document processes

**53%**
increased staff and student satisfaction

**52%**
improved employee collaboration

## Dive into the details.

View the full Forrester report for more insight into the benefits of digital document solutions. Then learn how Adobe Acrobat Sign can help you maintain business continuity with fully digital document processes.

Download the full report

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