

# File Digitization FAQ

## 1. What type of documents can you scan?

- a. Paper. It also depends on the size and texture of the paper.
- b. We don't process journals, magazines, dictionaries, MRI photos, CDs, DVDs, hard drives, and other data storage devices
- c. If it's a book, we need to remove the binding and this will be non-reversible.

## 2. What type of documents have you processed?

- a. Financial documents, faculty files, student files, patient files, research files, handwriting notes, administration files, etc.

## 3. Do you return the files after scanning?

- a. Usually - No, because the goal is to convert file storage space back into office use.
- b. Exception - the department has to keep the paper for some reason (e.g. legal issue).

## 4. Can I make changes to the scanned files?

- a. Yes. Once the scanning is completed, the file owner(s) will have full access to these PDFs.

## 5. Can the scanning team process confidential files?

- a. Yes. Our employees have finished the required training on processing patient files (UH) and also signed the NDA and confidentiality agreement.
- b. Your files will be double locked (cabinets + room)
- c. Box.com is a CWRU partner that provides secured online storage

## 6. My department doesn't use Box, can I move the files to another place?

- a. Yes. Once the project is completed, the file owner(s) have full access to their BOX folder to move, delete, edit, download, and share the files.

**7. We use OnBase, can you upload to OnBase (or other applications) directly?**

- a. No. At this point, the team is only authorized to upload files to Box.com for data security purposes

**8. How much is the cost?**

- a. The cost covers labor and moving services.
- b. Including paper preparation, the team can process 0.8-2 linear ft/day, and the cost is about \$40-\$45/day
- c. Processing a 100 ft project, the estimated cost is \$2k-\$5k

**9. What make a difference in your productivity?**

- a. Paper quality
- b. The amount of pre-scanning preparation
  - i. Remove paper clips, staples
  - ii. Unfold pages
  - iii. Unbind notes/books
  - iv. Cover SSN numbers
  - v. Other special requirements

**10. How do I retrieve the information after scanning?**

- a. The PDF(s) will be structured the same way as they were in your cabinet
- b. The PDF(s) is OCR (optical character recognition) enabled, so you can search keywords on Box.com to find the specific file you are looking for