WISEflow Paper Submission Module

Business Case

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UNIwise

WISEflow Paper Submission Module

A practical bridge from paper scripts to a modern, auditable digital assessment workflow, without changing how candidates write.

Executive summary

Many universities still need paper for assessment, especially where handwritten reasoning, calculations, sketches, and multi-step derivations remain pedagogically essential, and where policy, integrity concerns, or local constraints slow full digital transition. The problem is not paper itself; it is the paper-digital gap: scripts are handwritten, but assessment operations, QA, moderation, and appeals increasingly demand digital traceability and consistency.

The WISEflow Paper Submission module closes this paper-digital gap by letting institutions run paper exams (fully paper, or paper attachments to digital exams) while managing the workflow end-to-end inside WISEflow: preparation, invigilation context, scanning to PDF on standard devices, automatic identification and allocation, marking, review, publication, and appeals, all in one place.

What institutions report: faster time-to-marker access, reduced handling risk through a clearer chain of custody, better marker and student experience (identical, legible digital copies), stronger auditability, particularly during complaints and appeals and finally reduced work and cost.

The problem: the paper-digital gap

Sector reality: paper persists, but operations are digitalising

Universities face a practical tension: paper remains important in disciplines and situations where handwriting is the most authentic way to demonstrate reasoning, yet operational demands increasingly require digital workflows for distribution, oversight, quality assurance, and appeals.

Add to that better compliance in terms of securing data retention, GDPR and privacy issues, when handling exam processes digitally. Scripts are no longer located at home or in office with assessors and with no real possibility to secure and monitor if they are store safely, deleted in due time etc.

The operational cost of the "paper–digital gap"

When paper scripts sit outside the digital workflow, institutions typically see recurring issues:

- Slow distribution to internal and external markers often involves handovers and physical transport.
- Handling risk in the form of misassignment, missing pages, and uncertain tracking.
- Inconsistent quality when dealing with carbon copies or photocopies.
- Harder appeals processes because evidence and marking trail are fragmented across systems, places and people.
- Archiving cost are higher and compliance with data retention rules (GDPR) are more difficult to secure when handling paper scripts.

Institutions often showcase two common starting points

1
Predominantly manual paper administration

Labelling, sorting, distributing, and tracking scripts largely by hand

2
Disconnected scanning stacks

Scanning exists, but allocation, marking, moderation, and review still involve partial manual work and "side spreadsheets"

Solution – What WISEflow Paper Submission module do

What it enables

The module makes paper scripts first-class citizens inside the WISEflow assessment process: candidates write by hand, scripts are scanned to PDF using standard office equipment, and by uploading to WISEflow the scripts are identified, sorted, and allocated to the right participant and exam flow for marking and review.

How it works

1

BYOP - Bring Your Own Paper

Institutions can use their own paper formats/templates; scripts are batch-scanned to PDF (no special hardware required).

2

Unique participant codes

Per exam flow and participant, WISEflow generates a unique code that students write on their pages; this code is only visible to relevant roles to support invigilation and troubleshooting.

3

Upload and automatic identification

PDFs are uploaded, and scripts are automatically sorted and assigned to the correct student and exam flow, reducing manual allocation.

4

Digital marking and review

Markers and reviewers work on the same digital copy within WISEflow, with a shared audit trail.

5

Publication and appeals

Students can view their scanned submission alongside feedback and grades; appeals become easier because scripts and marking history live together.

6

Archiving and retention

Submitted scripts are stored and available for students and institution alike, and subject to the set retention rules as applied by the institution, to secure privacy and GDPR compliance.

Note: The module also supports paper attachments to otherwise digital exams, so handwritten work (e.g., maths derivations) can sit alongside a digital component (e.g., spreadsheet or essay) within the same flow.

Value drivers & pains solved

Value drivers

- **Operational throughput**: fewer manual touchpoints for identification, bundling, distribution and returns; markers can start sooner because scripts become available digitally. Appeals can be conducted digitally without any manual handling and re-distribution of scripts.
- **Risk and integrity**: unique codes and a consistent digital audit trail reduce misassignment and loss of scripts; the workflow supports chain-of-custody and easier evidence gathering for appeals.
- **Quality and experience**: markers annotate on high-quality scans rather than poor carbon copies; students can view what they submitted and what assessors see.
- **Scalability and resilience**: works with standard scan-to-PDF devices; staffing can flex during peak days without bespoke installations or special admin software.
- **Data and continuous improvement**: operational data (e.g., exception patterns, time-to-marker) supports process optimisation over time and helps ensure automatic compliance towards retention policies, GDPR and privacy.

Pains solved

Postal/courier dependency and unpredictable delays

Fragmented tracking and manual collation for appeals

Heavy legacy scanning stacks and “side spreadsheets” for oversight

Poor script legibility and inconsistent copies (carbon copy)

Physical and manual archiving and retention of script

Customer case 1

NHH (Norwegian School of Economics)

From postal distribution to same-day digital access

Starting point: NHH previously used carbon-copy scripts and mailed copies to internal and external examiners, including international recipients. This created quality issues (secondary copies) and unpredictable timelines and delays due to holiday periods and customs/postal handling, which in turn pressured compliance with grading and appeal timelines.

What changed with the Paper Submission module:

- Scripts got scanned and distributed digitally within WISEflow, giving assessors access to the same digital copy without manual distribution and "who has the original?" delays for appeals.
- Invigilators verified codes at hand-in, reducing downstream correction during scanning and uploading.
- Appeals handling improved because scripts and marking trails were already in the platform (less manual chasing of original copies).

Reported outcomes (qualitative): assessors accessed scripts immediately after scanning rather than waiting for postal delivery; appeal handling time dropped because evidence was consolidated in WISEflow.

Why this matters to university leadership: fewer operational bottlenecks, less risk exposure from physical handling and distribution, a more defensible audit posture during complaints and appeals, and overall savings in hours of handling and in the cost of postage and manual distribution.

Customer case 2

Østfold University College (HIØ)

Retaining handwriting while modernising allocation, marking and control

Starting point: HIØ is engineering heavy and retains many paper exams where handwriting is essential. They moved from a legacy scanning approach to WISEflow and adopted the Paper Submission module as part of the transition.

What changed with the Paper Submission module:

- HIØ kept handwriting where appropriate, but gained digital allocation, marking, and review within WISEflow.
- By adopting simple header/page/code templates and briefing invigilators, they achieved around ~99% automatic identification (reducing exception handling and rework).
- Monitoring exception patterns enabled iterative tightening of local practices (e.g., template discipline) to further increase identification rates in their operation.

Reported outcomes (qualitative): reduced exception handling effort and clearer accountability by replacing a heavier legacy stack with a single workflow from scanning through marking and review in WISEflow.

Why this matters to university leadership: pedagogy and authenticity are preserved (handwritten work stays handwritten), while operational quality, throughput, and oversight become easier to manage.

Baseline and qualitative ROI (what institutions typically compare)

This business case intentionally focuses primarily on qualitative ROI and operational evidence (rather than claiming universal financial figures), because the savings profile varies by institution size, assessment volume, and current process maturity. However, in most cases operational effectiveness is increased, resulting in a decrease in the hours needed and in other costs.

Baseline scenario A: From a fully manual paper

- **Before**: carbon copies, physical distribution, uneven script quality, fragmented tracking, and manual collation for appeals.
- **After**: code-based identification, bulk scanning, fast digital allocation to markers, unified review and audit trail - fewer bottlenecks and less rework.

Baseline scenario B: From prior scanning and assignment tools

- **Before**: mandated special paper/scanners, restricted admin roles, more correction work to fix codes/pages, reliance on spreadsheets for overview.
- **After**: one platform spanning creation → invigilation context → scanning → assignment → marking → review/moderation → publication, reducing handovers and exceptions.

Typical qualitative ROI themes

Institutions report avoided costs (postage/courier, reprints, script chasing, special paper procurement), time savings (fewer handovers, less sorting, faster availability to markers), risk avoidance (lower loss/misassignment, stronger auditability), and experience uplift (better script quality, identical copies for assessors, easier appeals).

Commercials

The WISEflow Paper Submission module is offered as an add-on to any existing WISEflow licence and can be toggled on/off per flow by authorised exam managers, allowing institutions to adopt paper workflows where they add value without forcing a full-format change.

Pricing model (EUR)

Annual institutional license fee + usage (number of scanned papers)

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