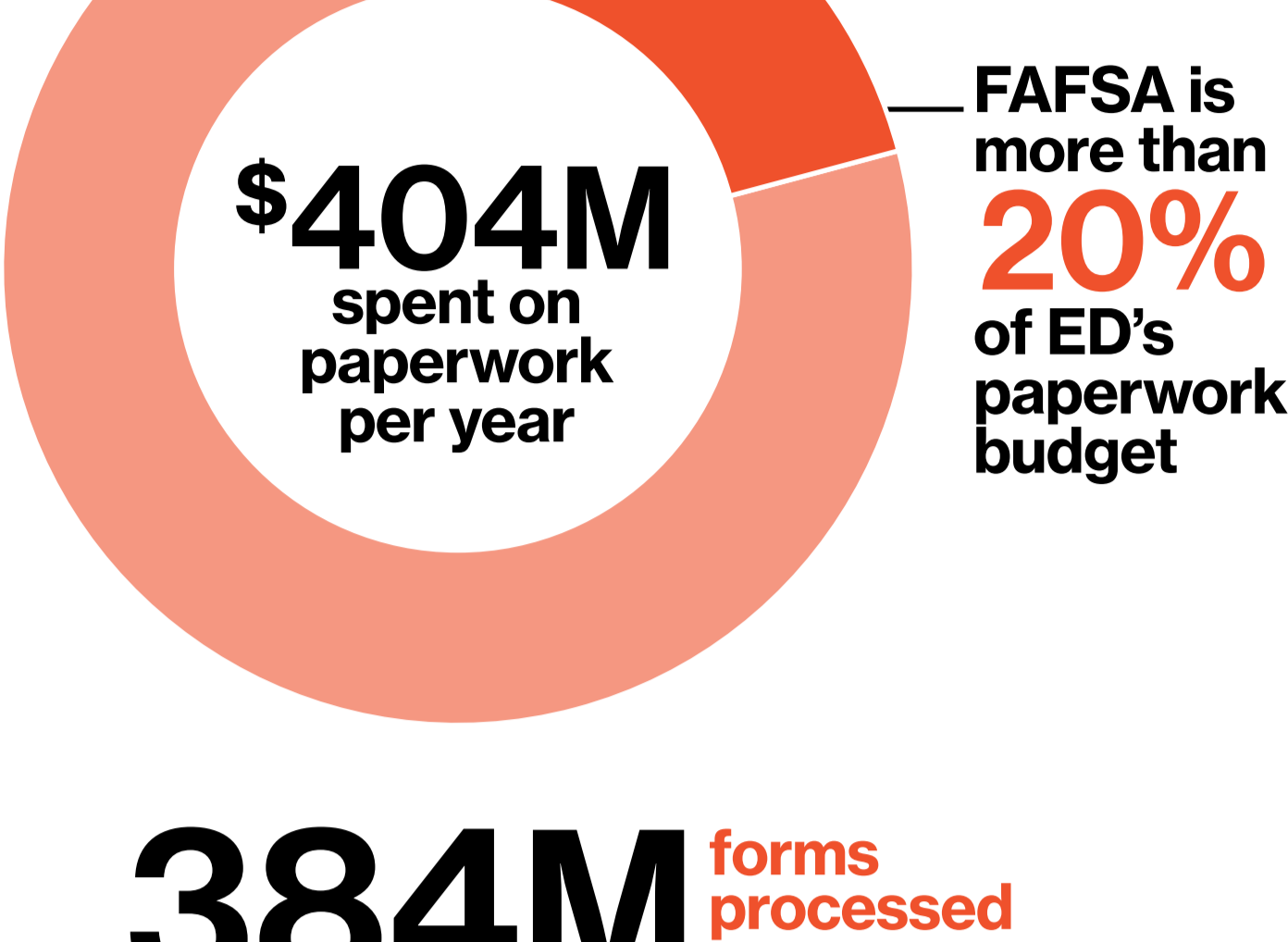


Reducing Paperwork at the Department of Education

The Department of Education (ED) is ahead of other agencies on digitization, but significant gaps remain. ED still ranks near the bottom of federal agencies on Forrester's Citizen Experience Index.¹

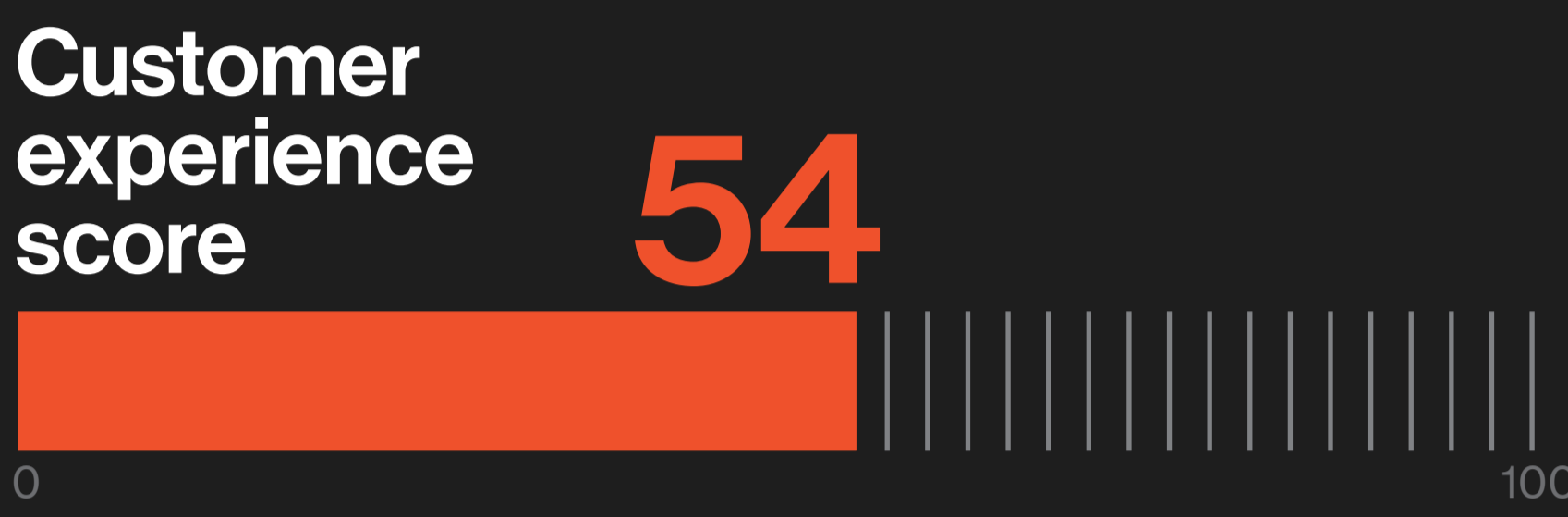
Paperwork is costing ED more than you think.



384M forms processed per year

ED's customer experience is also in need of improvement.

According to Forrester's 2018 CX Index:



#13 Customer experience ranking Among all federal agencies

It's not just a good IDEA. It's the law.

The 21st Century IDEA

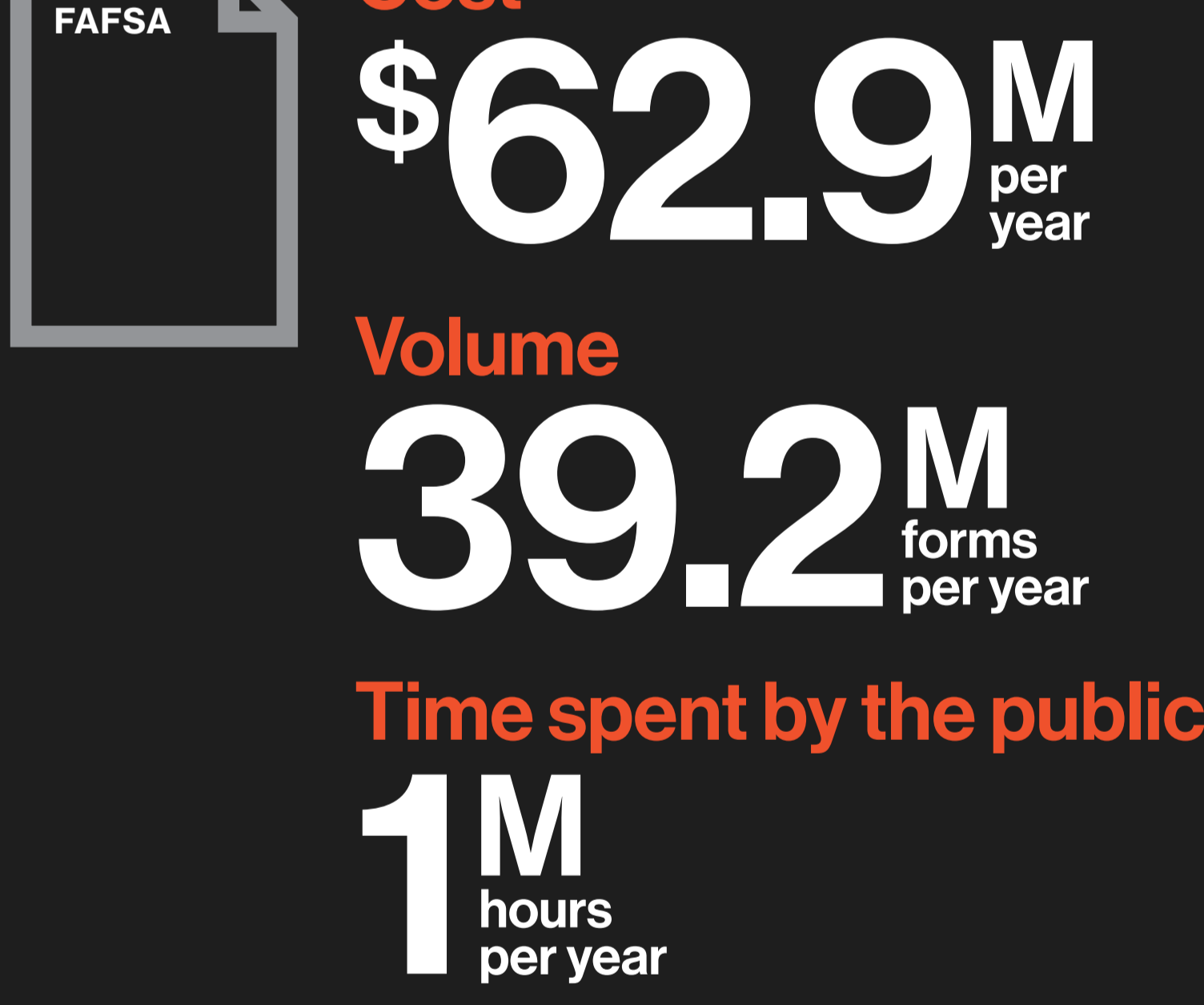
Integrated Digital Experience Act

Voted into law in December 2018, 21st Century IDEA greatly improves the public's digital interactions with the federal government. It establishes deadlines for federal agencies to provide modern, mobile, and accessible government websites, digital forms and services, and electronic signatures.

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Sources
1 OIRA. (2018). Current Inventory Report. XML Database of paperwork burden under the Paperwork Reduction Act. Retrieved from https://www.reginfo.gov/public/do/PRAXML in October 2018
2 DocuSign estimate