

California State University Long Beach an “Early Follower” with Implementation of Student Administration System

BACKGROUND

The California State University, Long Beach (CSULB) was originally established as the Los Angeles-Orange County State College in 1949 and became a part of the California State College System in 1961. Known as the California State University, Long Beach since 1972, the institution now enrolls more than 30,000 students in its undergraduate and graduate programs.



CHALLENGES

CSULB was one of the early institutions within the California State University System (CSU) to implement the PeopleSoft Human Resources, Finance and Student Administration Systems. The case for taking this action by CSULB was based upon the following needs: (1) improve and enhance service to students; (2) empower students, faculty, and staff through implementation of web self service capabilities; (3) improve the implementation and enforcement of academic policies; (4) build an information technology infrastructure that is state-of-the-art to accommodate future growth and innovation; (5) provide improved and increased capabilities to achieve strategic campus goals that cannot be met with the current student information system; (6) improve and demystify campus processes; and (7) improve reporting capabilities for campus management and planning.

Industry	Higher Education
Services	Implementation
Application & Modules	PeopleSoft Student Administration <ul style="list-style-type: none"> • Registration • Financial Aid • Student Financials
Client Since	2002

SOLUTION

As an “early follower” campus within the CSU System to implement the Student Administration System, CSULB was faced with the challenge of matching its mission critical needs with the “baseline version” of the CMS software that had been configured to match the needs of campuses that were smaller and, therefore, less complex than CSULB. Given the reduction of resources from the State Legislature and CSU system, the project was under scrutiny to demonstrate value for the investment and to assure that the go-live was on schedule.

RESULTS AND BENEFITS

On April 7, 2003, CSULB went live with Registration, Financial Aid, Student Financials and other Student Administration modules. CSULB experienced a number of “firsts,” examples of which are as follows: (1) students were given the option to pay with a credit card; (2) students didn’t have to pay for classes in advance; (3) the campus used waitlists on classes that were full, actual and estimated; and (4) financial aid packages were done earlier this year than ever before. Students are now registering, calculating tuition, paying via credit card, and conducting other transactions via the portal.

Feedback from the Sierra-Cedar workshops has been extremely positive. This collaborative approach has gone far beyond producing key planning documents. The activities have solidified our team, given them voice in the project, and exposed us to excellent facilitation approaches. Our Sierra-Cedar consultants are maximizing our ability to succeed from the very beginning!

Our personalized portal has been received well by all parties and feedback from both students and faculty has been very positive. This portal capability combined with the many other service enhancements have made our PeopleSoft implementation a huge success, which would not have been possible without Sierra-Cedar's experience, insight and commitment to our success.

Tom Enders
AVP Enrollment Services

www.Sierra-Cedar.com • 866.827.3786 • Contact@Sierra-Cedar.com

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