



California State University’s Fresno State University and Sonoma State University Complete a Rapid and Successful Pilot Implementation of PeopleSoft Student Administration



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| Industry | Higher Education |
| Services | Implementation and integration |
| Application & Modules | PeopleSoft Student Administration |
| Client Since | 2002 |

BACKGROUND

The individual California State Colleges were brought together as a system by the Donahoe Higher Education Act of 1960. In 1972 the system became The California State University and Colleges and in 1982 the system became The California State University (CSU). The CSU is the nation’s largest public university system, has 23 campuses and eight off-campus centers, educates approximately 427,000 students, and employs 44,000 faculty and staff.

CHALLENGES

In late 1996, CSU began a planning process to address a number of technology, financial, and service issues confronting the CSU System. Examples of these issues are stated in the following excerpts from the document, *Why CMS?, 1999*.

- **“The CSU is headed for severe problems with current existing (legacy) administrative systems and must do something about it...”**
- **“The cost of ‘status quo’ continues to grow. Putting more scarce resources to keep inadequate legacy systems limping along is a waste of tax dollars, and every year the decision is delayed, the cost for a solution increases.”**
- **“Increased demand for services, by both academic and administrative users and students, is continuous, but most legacy systems have reached the limits of their technical capabilities.”**

Once the CSU purchased the PeopleSoft Software to address these needs, CSU was faced with the implementation challenge of designing a student system that would meet the mission critical needs of the diverse CSU campuses and their heterogeneous student populations.

SOLUTION

CSU selected Fresno State University and Sonoma State University as the Student Administration System (SA) pilot institutions. They also constituted a “baseline” team to design a common version of the software that would be implemented at all 23 campuses. Sierra-Cedar was selected as the sole implementation provider to design the Student Administration Software and implement it at these three pilot campuses.

At the outset, Sierra-Cedar visited the campuses to identify gaps in the PeopleSoft software that were mission critical. These gaps were then reviewed and prioritized by the CMS Student Administration Function Team. The Sierra-Cedar baseline team and campus-based pilot teams worked in synchronization to design and configure the CMS version of the PeopleSoft software that was sufficiently flexible to meet the primary needs of the 23

CSU campuses. Sierra-Cedar also developed a key interface to Mentor, a common Admissions Application system. Sierra-Cedar, the campus teams, and baseline teams engaged in continuous communication and project planning and reporting to assure that their efforts were synchronized and their resources were leveraged.

After an exhaustive selection process, we determined that Sierra-Cedar is the most qualified implementation partner for our pilot project. All of Sierra-Cedar's client references were very positive about their experience with Sierra-Cedar, which made Sierra-Cedar a clear choice for us.

Hilary Baker
Senior Manager, Management Systems

RESULTS/BENEFITS

Within a 20-month period, Sierra-Cedar and the campus teams completed a pilot implementation of the SA software at Fresno State University and Sonoma State University on time and within budget. Sierra-Cedar and the CMS Baseline team designed the CMS Student SA baseline to serve all 23 CSU campuses by incorporating flexibility into the design so that the software would accommodate the diverse multi-campus needs. The baseline software was subsequently implemented successfully at the larger, early follower campuses of San Jose State University and the California State University, Long Beach.

The following examples from the CMS website illustrate just some of the many positive results and benefits:

The SA pilot project with Fresno and Sonoma campuses was completed in September. This concludes a twenty-month rapid implementation conducted by the campuses, CMS and their consulting partner, Sierra-Cedar.

Fresno and Sonoma have successfully completed their student registration for spring. Fresno registered 16,000 students and noted that their web registration has increased from 31% for fall to 66% this semester; the remaining students register by phone or in person. Sonoma registered over 6,000 students over the web. Students using PeopleSoft are able to review holds, search the class schedule, enroll, swap and drop classes, view their schedule, view grades from previous terms, and view their registration changes.

All of Sierra-Cedar's consultants are great!

Dr. Katharyn Crabbe
Associate Provost

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