



## The College of New Jersey and Sierra-Cedar Use Process-centric Approach to Implement and Optimize Campus Solutions



## The College of New Jersey

### BACKGROUND

The College of New Jersey (TCNJ), with an enrollment of 7,000 students, was founded in 1855 as the New Jersey State Normal School. TCNJ currently is ranked as one of the 75 “Most Competitive” schools in the nation by Barron’s Profiles of American Colleges. It is rated the number one public institution in the northern region of the country by U.S. News & World Report, and is considered a “best buy” in higher education by both Barron’s and Kiplinger’s Personal Finance. In 2006, TCNJ also was awarded a Phi Beta Kappa chapter, an honor shared by less than ten percent of colleges and universities nationally. TCNJ’s seven schools offer a strong liberal arts core as the foundation for a wealth of degree programs. Known for its natural beauty, the College’s campus is set on 289 treelined acres in suburban Ewing Township. ([www.tcnj.edu](http://www.tcnj.edu))

### CHALLENGES

In the fall of 2007, TCNJ was live with PeopleSoft 8.9 for Admissions, Course Catalog, and Schedule of Classes and had created interfaces to a legacy system for the remaining processes and capabilities required of a student system. After deciding to retire the legacy system and migrate all student system functionality to PeopleSoft Campus Solutions, TCNJ faced three primary challenges: (1) determining whether to implement the remaining modules of Campus Solutions 8.9 and then upgrade the entire system to 9.0, or first upgrade Admissions, Course Catalog, and Schedule of Classes to 9.0 and then implement the remaining modules in the same version; (2) establishing the right time to upgrade its student system, and (3) finding the most cost-effective way to upgrade to 9.0.

### SOLUTION

Sierra-Cedar recommended that TCNJ first upgrade its Admissions, Course Catalog, and Schedule of Classes to 9.0 and then implement the remaining modules in the same version. TCNJ concurred with the functional and technical benefits and the time and cost savings they could achieve through this strategy. To further accelerate the timeline, TCNJ used the Sierra-Cedar Upgrade Lab. By early July 2008, TCNJ had completed the upgrade of its 8.9 functionality to 9.0. Concurrent with these upgrade activities, from January through the fall of 2008, Sierra-Cedar consultants facilitated Interactive Design and Prototyping (IDP) sessions and business process reviews for the new Campus Solutions functionality. Sierra-Cedar’s process-centric approach was well received by the knowledgeable and experienced TCNJ Project Team

<b>Industry</b>	Higher Education
<b>Services</b>	<b>Implementation Services</b> <ul style="list-style-type: none"> <li>Account Management</li> <li>Functional Consulting</li> <li>Technical Consulting</li> </ul> <b>Upgrade Services</b> <ul style="list-style-type: none"> <li>Lab based</li> </ul>
<b>Application &amp; Modules</b>	<b>PeopleSoft Implementation 9.0</b> <ul style="list-style-type: none"> <li>Campus Community</li> <li>Financial Aid</li> <li>Student Records</li> <li>Academic Advising</li> <li>Student Financials</li> <li>Self Service</li> </ul> <b>PeopleSoft CS Upgrade 8.9 to 9.0</b> <ul style="list-style-type: none"> <li>Campus Community</li> <li>Admissions</li> <li>Course Catalog and Schedule of Classes</li> </ul> <b>PeopleSoft HCM Upgrade 8.3 to 8.9</b> <ul style="list-style-type: none"> <li>Human Resources</li> <li>Payroll</li> <li>ePay</li> <li>Base Benefits</li> </ul>
<b>Client Since</b>	2006

and Business Area Experts. The Picture Card Design Method (PCDM) was used to help different groups on campus analyze their business processes and work together to improve them. By using this process-centric approach and a facilitating tool, TCNJ was able to plan and improve how it would do business in the new system.

*By using Sierra-Cedar's Picture Card Design Method (PCDM), we came to understand that successfully implementing PeopleSoft is more than just configuring setup tables. We analyzed all of our business processes by targeting each major process one by one. Sierra-Cedar facilitated our design of better business processes and showed us how to make our new system optimally work for us. By using this process-centric approach and the new capabilities of the software, we have achieved the invaluable benefit of more effective business processes and a much better system than would have been possible with a traditional software implementation.*

**Nicole Parkman**  
Project Manager

By focusing on innovative solutions to solve business issues, TCNJ was able to leverage its previous investment in the PeopleSoft Campus Solutions implementation. TCNJ used PCDM and other tools to evaluate and improve its course creation and approval process; define class offerings, faculty workload, and academic advising processes for all students; and improve self service options. TCNJ will be rolling out additional functionality to students including the following capabilities: Early Planners for students before they are matriculated, XML Transcripts, Parent Authorization and Access to specific data, and Real Time Posting of electronic payments through the Sallie Mae gateway.

*I attribute our success to strong internal project management, a cooperative partnership with Sierra-Cedar, excellent consultants, and a dedicated project team. Without any one of these, the project could have faltered. Sierra-Cedar's consultants have become like "family," and they are as committed to our success as we are.*

**Nadine Stern**

Vice President for Information Technology and Enrollment Services

## RESULTS AND BENEFITS

TCNJ has successfully begun to roll out Campus Solutions 9.0. The roll-out began in December 2008 with Student Financials Admissions Deposits. The Financial Aid staff began loading 2009–2010 ISIR records in January 2009. TCNJ converted Enrollment History in early February 2009. TCNJ proudly opened self service access for students to 9.0 in February and for faculty in March 2009. Registration and Financial Aid Packaging are on schedule to go live at the end of March 2009, and TCNJ will continue rolling out new functionality through the Spring and Summer of 2009.

*Our partnership with Sierra-Cedar began with a successful upgrade and has progressed into what soon will be a very successful implementation of Campus Solutions 9.0. Much of our upgrade success was due to having a detailed project plan, collaboratively developed by Sierra-Cedar and TCNJ, to guide and focus the work of our Project Team. The project plan was based on realistic timelines and resources. The Sierra-Cedar Lab, on site technical and functional consultants, and the TCNJ team proved to be a winning combination.*

**Nicole Parkman**  
Project Manager

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