Sierra-Cedar Advances Best Practice Student Services

BACKGROUND

Founded as a private academy in 1743, the University of Delaware (UD) is one of the oldest land-grant institutions, as well as a sea-grant, space-grant and urban grant institution. The central mission of the University of Delaware is to cultivate both learning and the free exchange of ideas. The University's distinguished faculty includes internationally known scientists, authors and teachers. Undergraduates may choose from over 100 academic majors. The University enrolls over 16,000 undergraduates and nearly 3,000 graduate students from diverse backgrounds and a wide variety of geographic regions. In addition to the main campus in Newark, UD has educational and research facilities in Wilmington, Dover, Lewes and Georgetown. UD is known within higher education for its leadership in student services and web development.

CHALLENGES

One of the high visibility challenges facing this project was how to replicate the extensive functionality of UD's customized legacy system and integrate the robust portal into the PeopleSoft Campus Solutions software. Because the University's portal presented a cohesive image, brand and appearance to both the UD community and external visitors to its site, it was important to preserve this equity when the legacy system was retired and the new Campus Solutions system was implemented.

Another challenge was that the University was not in a position to upgrade the HCM product to 8.9 in time for the Campus Solutions 8.9 go-live. Because of this timing issue, the University made the decision to implement the Campus Solutions product as a "stand-alone" system. However, on a long-term basis, the University did not want to maintain HCM and Campus Solutions in two different databases. Consequently, a solution had to be developed that addressed both the tactical realities and strategic direction.

SOLUTION

To ensure that the robust UD portal could be used to access the PeopleSoft Campus Solutions self service functions, Sierra-Cedar consultants conducted collaborative Interactive Design and Prototyping, or "IDP"™ sessions with UD's functional and technical team members. This combined team was able to optimize both the delivered PeopleSoft self service capabilities and the UD portal capabilities by incorporating the delivered PeopleSoft self service within the University's web layer.

To address the challenge of the HCM upgrade timing, the Project Team took both a tactical and strategic approach to the conversion of biographic and demographic data. All HCM persons were converted into the Campus Solutions

Industry	Higher Education
Services	• Project Management • Functional Consulting • Technical Consulting
Application & Modules	**PeopleSoft Campus Solutions 8.9 Implementation & Portal Integration** • Campus Community • Admissions (Graduate & Undergraduate) • Student Records • Student Financials • Financial Aid • Academic Advising **PeopleSoft Human Capital Management 8.3** • Recruit Workforce
Client Since	2004

database to ensure that a person that existed in both databases had the same ID. In addition, a strategy was developed so that any new person entered into either the HCM or Campus Solutions database after the initial conversion will have the same ID in both systems.

Coming from our highly customized version of the IA Plus Student System, coupled with a very robust Web layer, all of us in the functional units were deeply concerned with the impact of the transition to the new system. Sierra-Cedar's experienced higher education consultants have guided us through an effective learning process, using their methodology, that has allowed our team to gain confidence that the Oracle/PeopleSoft 8.9 business processes would work for us. We've become one team with clear goals and with Sierra-Cedar's help, we feel we're well on our way to our successful, comprehensive, implementation that is integrated into our environment.

Joseph DiMartile
Assistant Provost and Project Manager

RESULTS AND BENEFITS

UD now enjoys the best of its progressive University Web design and the capabilities of PeopleSoft self service. As a result, UD has advanced its leadership in student services and web development within higher education. Students will benefit as they take advantage of the many self service capabilities now available to them. The benefit of the single ID approach in Campus Solutions and HCM is that the University was able to implement the Campus Solutions 8.9 software according to schedule while using the current version of HCM. UD will be able to "re-join" Campus Solutions and HCM data into a single database in the future. Thus a tactical benefit was achieved and a strategic benefit will be realized.