

Sierra-Cedar Helps Implement PeopleSoft Campus Solutions and CRM at The University of Texas at Arlington

BACKGROUND

As a member of the University of Texas System, the University of Texas at Arlington is located in the center of the Dallas-Fort Worth Metroplex and has an enrollment of nearly 25,000 students. UT Arlington offers 78 baccalaureate degrees, 73 master's degrees, and 33 doctoral degree programs. The University also houses the most powerful supercomputer in the Fort Worth-Dallas area and the Arlington Technology Incubator, which links the University's research capabilities with the business community. Other academic highlights include the Nanotechnology Research and Training Facility, the Automation and Robotics Research Institute (ARRI)—the premier manufacturing research institute in the Southwest—and one of the largest Honors Colleges in Texas.

CHALLENGES

Like many urban universities that have experienced enrollment growth and evolution of their academic, research, and community missions over the past several decades, UT Arlington had many degree requirements, prerequisites, and other academic rules which were being interpreted, communicated, and enforced inconsistently across the University. Similarly, tuition and fee calculation was entangled in a web of state-mandated and institution-initiated fees. With an aging student system, a home-grown advising system, and a growing number of shadow systems to help manage these processes, there was a great deal of manual operation, duplication of effort, and inconsistent use and definition of data.

SOLUTION

In November 2004, UT Arlington engaged Sierra-Cedar to assist in the implementation of PeopleSoft Campus Solutions 8.9. The University assembled a strong internal team comprised of functional leads with the authority to fully analyze their business processes and resolve policy issues. They also had the support of University leadership to change existing processes for more consistent and efficient use of data across the University. UT Arlington was live on all modules of Campus Solutions by May 2006, on time and within budget.

Many of the benefits of this project arose from the business process review and analysis phases of the project. For example, participants in the area of Student Financials delved into the historical justifications for existing



Industry	Higher Education
Services	Implementation <ul style="list-style-type: none"> • Project Management • Functional Consulting • Technical Consulting
Application & Modules	PeopleSoft Campus Solutions 8.9 <ul style="list-style-type: none"> • Campus Community • Recruitment and Admissions • Academic Advising • Student Records • Financial Aid • Student Financials • Portal PeopleSoft CRM 8.9 <ul style="list-style-type: none"> • Marketing • Online Marketing • Telemarketing • Order Capture/Order Capture self service • Multi-channel Framework • CRM Customer Portal
Client Since	2004

processes. They took a fresh look at state mandates and discovered numerous opportunities to streamline and automate fee assessment and collection routines. In the Student Records and Academic Advising areas, participants identified many previously neglected degree requirements and incorporated them into a single software solution, which was adopted by the entire campus community. Key faculty members and academic advisors were instrumental in prototyping and configuring the rule-driven prerequisite process in Campus Solutions.

The Office of Financial Aid and Scholarships is pleased with our PeopleSoft implementation. The product will give our students online access to view and accept awards as well as communications concerning missing documents and information. Our Federal Perkins Loans promissory notes can be handled completely through an electronic process. We have a great deal of flexibility in awarding various groups of students through customized packaging plans and budget calculations. The funds management tools are easy to read. While we are still in the learning stages, having just begun the awarding process for 2006–07, we've been able to package well over 5,000 students within the first 3 days of beginning the packaging process.

Karen Krause
Director of Financial Aid

In May 2006, UT Arlington began the implementation of the CRM system, which scheduled for go-live in December 2006. This will enhance graduate recruitment and replace the graduate on-line admissions application.

RESULTS AND BENEFITS

- Existing business processes related to the assessment and collection of student fees were changed, resulting in a higher degree of system automation and an adoption of industry best practices.
- The University adopted a consistent advising tool utilized by all 500 plus advisors across the campus. Degree requirements were tracked at a new and increased level of detail, giving students greater insight into their degree plans and academic future.
- The University gained a much better understanding of its current prerequisite policies and the basic philosophy behind prerequisite checking. As a result, the institution was able to refine its prerequisite policies and achieve more consistent and automated enforcement.

Sierra-Cedar has been a strong partner with the University of Texas at Arlington as we implemented PeopleSoft's Campus Solutions 8.9. Since we were one of the first universities to implement version 8.9, we encountered new challenges. It was extremely beneficial for us to have Sierra-Cedar by our side. They were dedicated and determined to make our project successful. Their expertise was critical to every facet of the project. In many instances, they exceeded our expectations, especially important when we ran into unexpected challenges.

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