

# Process Reimagine & Redesign

Unleash the power of your people and systems.

"The engagement with CampusWorks was an incredible value to St. Louis Community College. Their staff brought with them a student-centered perspective as they worked in tandem with College faculty and staff to assist in making business process improvements in both the Student Affairs and Information Technology departments. I fully appreciate their project management and continuous quality improvement approaches as they worked to structure departments, reporting lines, staff, and business processes designed to improve the entire student experience. In addition, the staff at CampusWorks are excellent to work with and do an effective job in aligning with the culture of the institution to determine the best approach possible for the implementation of improvements or new ideas. I would recommend CampusWorks to any institution interested in improving existing practices or exploring new markets."

- Dr. Jeff Pittman, Chancellor,  
St. Louis Community College  
March 2016

CampusWorks' Process Reimagine & Redesign includes a full student life cycle view to ensure a consistent approach across all evaluated areas and resources.

## Personalizing & Streamlining the Student & Employee Experiences

### Discovery: Current State and Challenges

- Gain an understanding of current student and employee service levels, organizational structures, business processes, and technology.
- Determine baseline metrics to compare to best practices and benchmarks.
- Involve key individuals from departments that cover the full student and employee life cycle to get a complete view of the organization's challenges.

### Review: Organizational Readiness

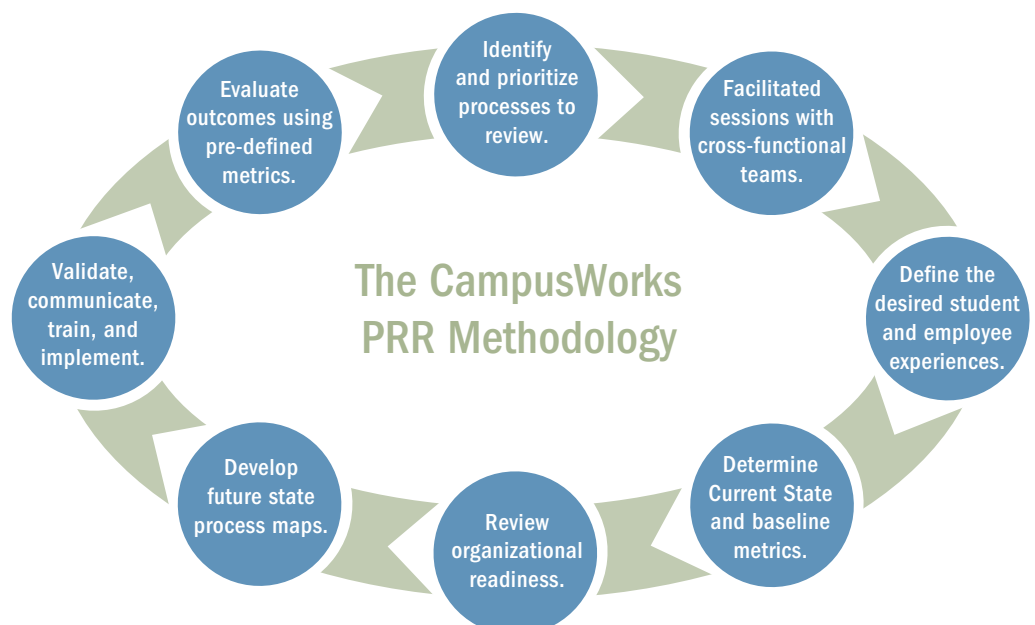
- Determine the effectiveness of the current organizational design, staffing allocation, and workloads in meeting the institution's strategic needs.

## The Future State

- This facilitated session brings together cross-functional teams and leadership to create the institution's optimal "future state" processes.
- CampusWorks' expert analysis will generate discussion and collaboration about immediate, short-term, and long-term improvement opportunities.
- Armed with a Future State that has been developed with input from an integrated team of stakeholders, your institution will have the information necessary to optimize your systems so they support your strategic objectives.

## Measured Success

The facilitated, cross-functional sessions will include key members of the institution to collaboratively establish the measurable results for implementing the prioritized recommendations from this effort. The results of this workshop will lead to documented results for these efforts and the ability to measure the impact of the changes.



# Business Process Transformation Clients

Bergen Community College, NJ

Buena Vista University, IA

Bunker Hill Community College, MA

Central Arizona College, AZ

Chesapeake College, MD

Clark State Community College, OH

Coconino Community College, AZ

Culinary Institute of America, NY

Gulf Coast State College, FL

Hillsborough Community College, FL

John A. Logan College, IL

Middlesex Community College, MA

Navarro College, TX

North Iowa Area Community College, IA

San Jose Evergreen Community College District, CA

St. Louis Community College, MO

Touro College and University System, NY

University of Scranton, PA

University System of New Hampshire

Willamette University, OR

## What You Need for Transformation

- Roadmap and prioritized list for required process improvements to enhance departmental efficiency and student and employee experiences
  - Roadmap for transforming policies, processes, technology, and people
  - Key measurements in each area
- Process maps with associated narratives describing recommended next steps and approaches
- Organizational Readiness Assessment Plan
  - An optimized organizational structure is provided for each functional area evaluated in the process reimagine and redesign to overcome organizational silos and streamline processes
  - Targeted training plan to support new process adoption and recommendations for staff training focus areas

If your institution is not staffed to implement the Transformational Roadmap, CampusWorks can provide consulting specialists for each functional area to assist with implementing the recommendations.

### Common Focus Areas for CampusWorks' PRR Services

Admissions & Recruiting

Advising, Degree Audit,  
Student Planning

Registration & Curriculum

Academic Scheduling

Continuing Education

Financial Aid Office

Student Accounts

Finance Office

Human Resources/Payroll

Advancement & Alumni Relations

## Real Results

### Financial Aid Transformation

CampusWorks helped transform a manual financial aid process that took 10 people two weeks to an automated process that takes 32 minutes.

### ERP Refresh

CampusWorks helped a District save \$5M and convert their existing Oracle-based Colleague system to SQL server and re-implement Colleague to meet their current needs and achieve the desired future state identified in the PRR. The District had received \$10M in bond funding to replace their existing Colleague ERP system, but CampusWorks' solution saved them \$5M.

### Enhanced Admissions Processing

CampusWorks helped a college improve its manual admissions process, which only allowed first-time college and transfer students to submit online applications. All other applicants had to submit paper applications. And all applications—whether submitted online or paper—had to be manually processed in order to ensure they were properly loaded into Colleague. We demonstrated the cost implications of this inefficient process and helped the client save 2 FTE by automating the system.