Business Process Review

Unleash the power of your people and systems.

Do you wonder why it takes so long to get things done?

Are you frustrated that the technology you invested in doesn’t seem to have reduced the time or effort it takes to get things done?

Even though efficient and productive business processes are at the heart of institutional effectiveness, many times they are not reviewed often enough.

A CampusWorks Business Process Review (BPR) can ensure that your business processes:

• Are driven by the institution’s vision, mission, and strategic-planning goals.
• Leverage your existing technology and fully use the capabilities of your administrative system in providing cost-efficient, effective service delivery.
• Are user-friendly and student-centric.

With CampusWorks’ BPR service, your institution will be able to:

• Document exemplary business practices and consider how to leverage them in other areas.
• Pinpoint inefficient and redundant processes and implement process improvements that will raise efficiency and cost-effectiveness as well as enhance the speed and quality of your constituent services.
• Find ways to leverage existing campus resources by automating manual processes and utilizing web self-service options and ERP-enabled process improvements.
• Instill a thoughtful and holistic approach to solving problems.
• Create an integrated approach to student service throughout the institution.

The CampusWorks BPR Methodology

[Diagram showing the steps of the BPR methodology: Identify and prioritize processes to review, Establish project teams and governance structure, Gather and analyze information, Validate, communicate, train, and implement, Conceptualize the future state, Define as-is processes, Evaluate outcomes, Identify and prioritize processes to review, Establish project teams and governance structure, Gather and analyze information, Validate, communicate, train, and implement, Conceptualize the future state, Define as-is processes, Evaluate outcomes]
Ineffective business processes are the leading reason for technological inefficiency.

A thorough business process review can deliver refreshing results that can transform your institution.

CampusWorks’ Senior IT Executives:

- Are experts.
- Understand higher education.
- Are vendor independent.
- Know the major administrative and instructional software solutions.
- Sort through issues among technologies, processes, and people.

Best-Practice Assessment
CampusWorks uses a best-practice BPR methodology to ensure a consistent approach across all evaluated areas and resources.

- Examine individual and institution-wide processes in light of higher education best practices and transformational thinking.
- Review as-is findings and recommendations for improvement with stakeholders from each functional area.

Determining Areas for Improvement
CampusWorks’ expert analysis will generate discussion about immediate, short-term, and long-term improvement opportunities.

- Analysis includes recommendations for process, systems, and organizational improvements to implement in the current environment.
- Implementing tiers of changes allows your institution to achieve results from shorter-term improvements while preparing for more comprehensive, longer-term changes.

Creating Optimal “To-Be” Processes
With as-is processes documented and the to-be state developed with input from an integrated team of stakeholders, you will have the essential information for optimizing your systems to support your strategic objectives.

Systems-based Approach
CampusWorks’ BPR approach is systems-based and positions your institution for measurable outcomes from the execution of the BPR improvement roadmap.

Deliverables

A Vision Statement to Guide the BPR Effort
CampusWorks collaborates with the institution to document its envisioned student experience in a “Defining the Student Experience” exercise which becomes the charter for developing the new business processes.

Process Maps
CampusWorks provides process-by-process maps with associated narratives that describe recommended approaches and next steps.

Knowledge Transfer
Throughout, CampusWorks conducts BPR workshops and consulting sessions designed to improve your institution’s selected business processes and initiate a culture in which BPR is a standard operational activity.

- CampusWorks will join your institution’s staff in presenting the BPR findings and recommendations to the appropriate committees or teams.
- CampusWorks’ team of experienced subject-matter professionals and skilled BPR facilitators help your staff uncover the improvement opportunities within your current processes—in a way that unleashes their creativity and empowers them to develop lasting changes that will improve institutional efficiency and effectiveness.