

Shared services can help you make your students more successful.

As organizational efficiencies are gained across each institution, resources and funds can be redirected toward increased faculty, student service initiatives, and additional support for faculty, staff and students.

## Is Your Institution Ready for Shared Services?

### What are Shared Services?

A “shared service” is defined as a collaborative arrangement where a function/process previously performed independently by multiple colleges/user organizations is now provided centrally in support of two or more colleges/user organizations. Sharing services involves being good stewards of scarce resources by enabling institutions to create synergies to provide optimized services as efficiently and effectively as possible.

For educators, the goal of sharing services is to empower student success. By collaborating on some of the transaction-based activities that occur in every college, it allows the participating institutions to focus on their core competencies and missions of student success and completion. Shared services can play a major role in lifting the administrative burden that many institutions face.

### Why are some colleges moving to shared services?

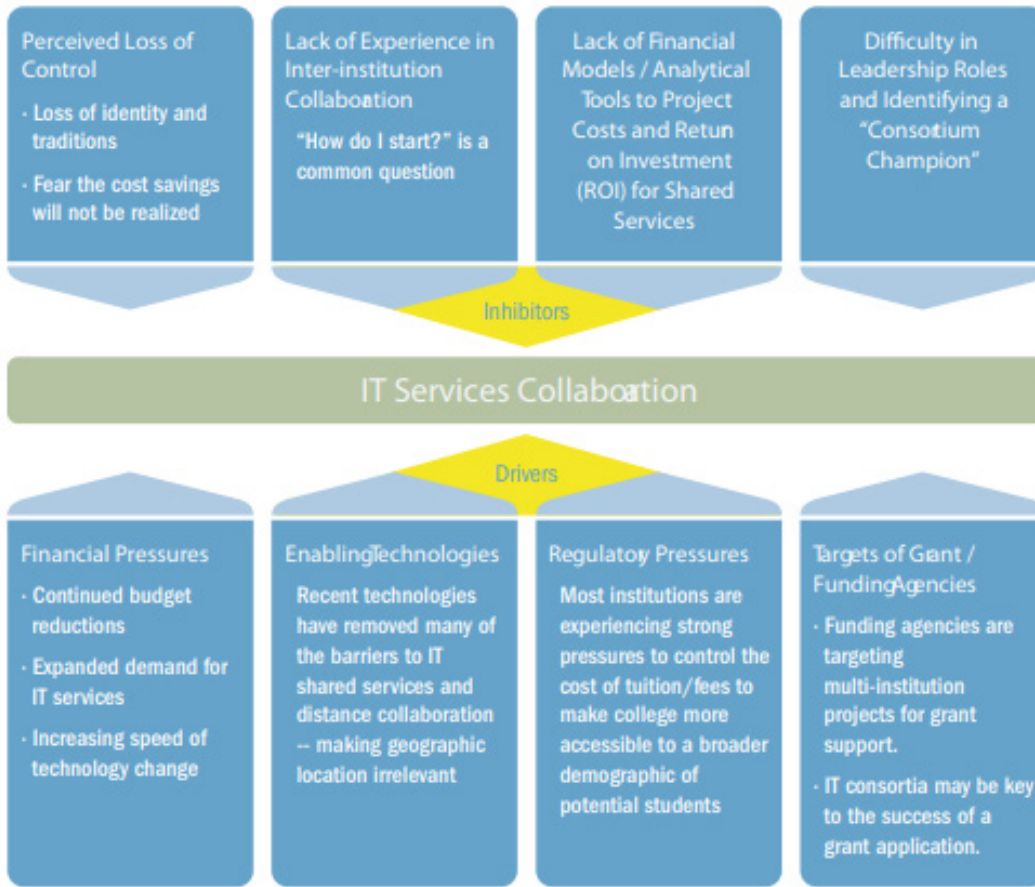
Shared services offer potential cost savings and improved economies of scale to member organizations, enabling colleges to reinvest in their core missions of teaching, learning, and public service. Plus, sharing services can provide opportunities to students that an individual college could not effectively or efficiently provide alone. It also gives smaller colleges the ability to support themselves as a group without losing their independence and improves business operations while providing excellent service to students and the community.

### How do you begin a shared services initiative?

Shared services collaborations require significant planning and analysis at a variety of levels within and between colleges. Business processes must be reviewed and in some cases common shared procedures must be developed. A charter and/or a governance model must also be developed and implemented and, of course, funding allocations must be established.

Do	Don't
Ensure there is a strong champion to maintain focus and move the initiative forward. The champion must work through a wide range of details and negotiations that are required for success.	Learn from others, seek professional help, and adapt existing models and materials wherever possible.
Start with services that are close to the organizations' core competencies.	Don't take a “bridge too far.”
Learn from others, seek professional help, and adapt existing models and materials wherever possible.	Don't reinvent the wheel.

## Shared Services: Drivers and Inhibitors



### What is the next step?

If you are interested in exploring shared services, CampusWorks would be glad to meet with you and your potential partner organizations to discuss the appropriate next steps – whether that be a shared services workshop, a preliminary business case, or a phone call to share our experiences in building and managing shared services collaborations.

An experienced partner can help.

Effectively deploying shared services involves careful planning. Unfortunately, many colleges don't have adequate staff resources to bring all of the required components together among the partner institutions. Thus, many colleges that are interested in shared services seem to get stuck in the planning mode. The necessary political and business process changes typically require an investment in a neutral third party. This can be done by using a consortium as the third party or by using an outside manager of services (or a combination of the two).

### Why CampusWorks?

CampusWorks gives colleges the tools to allow their staff to spend time with people rather than paper. Our team works with the local "champion" to help build the organizational structure necessary for shared services, and we have developed business cases and best practices to support such arrangements.

CampusWorks has two decades of experience working with a wide range of higher education institutions and organizations, including a number of consortia and collaborative initiatives. We can provide assistance every step of the way, from concept through implementation to on-going services management.