Happy Campus

Central Arizona College

Transforming Enterprise Systems to Support Student Success

A Costly, Ineffective ERP Hinders College Operations

For years, Central Arizona College (CAC) had relied upon its Banner enterprise resource planning (ERP) system to drive operations and deliver a quality student experience. Recently, the system's high operating costs and decreased effectiveness motivated CAC to partner with CampusWorks to evaluate its options.

A CampusWorks chief information officer (CIO) stepped in to lead CAC's IT department, oversee remediation efforts to address challenges within the technology environment, and facilitate a Process Reimagine & Redesign (PRR) effort to help the College understand where current processes were breaking down and determine the future of its ERP system.

CampusWorks helped CAC evaluate the possibility of continuing to run Banner versus moving to a modern software-as-a-service (SaaS) solution by developing a business case that compared the total cost of ownership (TCO) of both options. The data suggested that moving to a SaaS solution would result in a stronger return on investment (ROI) by enabling the College to leverage the vendor's resources, like database and system administrators, freeing up CAC staff to focus on efforts that directly support student success. Based on this information, the College decided to move to a new ERP solution.

Central Arizona College

- Public community college
- 6 campuses and centers across Pinal County
- Enrollment: 11,000+ undergrads annually

CHALLENGE

When Banner's high operating costs and decreased effectiveness forced CAC leadership to reconsider the future of the College's enterprise systems, they tapped Campusworks for help determining the best path forward.

CAMPUSWORKS PARTNERSHIP

- Provided transformative technology leadership to reimagine and redesign campuswide processes
- Developed a business case to illustrate the implications of moving to a SaaS solution
- Led an objective ERP selection process that resulted in a unanimous decision to replace Banner with Anthology

RESULTS

- CAC is now **leveraging key functionality**, like degree audit, financial aid automation, CRM communications, electronic workflows, and more to support student success
- **Projected savings of $5M over 10 years**

FRAMEWORK FOR ERP SUCCESS

Future State Visioning

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Needs Assessment

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RFQ Development

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Vendor Evaluation

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Solution Identification

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Contract Negotiation

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Implementation

"Working with CampusWorks helped connect technology to the mission of the institution and proved very helpful. Since they are a product agnostic partner, we were able to focus our attention on the needs of our students and the campus community and allow CampusWorks' experts to focus on how the software solutions could support our goals."

Dr. Jackie Elliott
President, Central Arizona College

CAC Reaches a Unanimous Selection Decision

With input and direction from CAC's ERP Evaluation Committee, as well as the information gathered during the PRR, CampusWorks developed a request for qualifications (RFQ) to identify possible solutions that could meet the institution's needs. Once the responses were received, CampusWorks facilitated onsite demonstrations with vendors whose products met the selection criteria to show CAC how each solution would address its unique needs.

Once the vendor demonstrations were complete, two ERP solutions were shortlisted. CampusWorks developed an apples-to-apples comparison to help CAC objectively evaluate both options. Based on the Committee's recommendation, CAC unanimously decided to implement Anthology's ERP solutions, which are projected to save the College $5M over 10 years.

CampusWorks served as CAC's program manager, overseeing the implementation to ensure the new solutions and redesigned business processes were aligned to realize the desired future state. To ensure CAC was positioned for success, CampusWorks' program manager co-chaired the College's monthly Steering Committee and led foundational and best practice discussions with HR, IT, Finance, Payroll, and Academic administrators to align approvals, workflow, reporting, and dashboard views with the institution's needs.

Modern ERP Supports CAC's Mission

▶ **In less than a year:** The Student Information System went live, strengthening CAC's degree audit plans, which had never been set up or fully leveraged in the legacy system. Now, students can monitor their progress toward their educational goals, and the College can identify and help at-risk students.

▶ **3 months later:** Financial aid automation went live, and CAC began to disburse over $7 million in aid to over 1,100 students, providing the support necessary to enable them to begin classes on time.

▶ **3 months later:** The CRM went live, allowing the College to reimplement its student applications and create recruiting and marketing cohorts and related communications, which had previously been tracked manually using an Excel spreadsheet. This functionality has enabled the College to provide prospective students with timely information and reminders, making it easier for them to apply for admission and track the status of their applications.

▶ **6 months later:** HR, Payroll, and Finance went live, allowing CAC to create electronic workflows for requisitions, invoicing, budget transfers, and time and attendance. Automating these processes made them less time consuming, reduced the risk of human error, and provided staff with more timely, accurate information.

STREAMLINE THE STUDENT JOURNEY | GET MORE FROM ENTERPRISE SYSTEMS | TRANSFORM IT

CAMPUSWORKS

Interested in transforming the future? Not sure where to start? **Let's Talk**