

CampusWorks Helps Central Arizona College Evaluate & Select New ERP System

ERP Services Clients

Central Arizona College, AZ

Daytona State College, FL

Green Mountain Higher Ed Consortium, VT

↳ 3-college consortium including Champlain, Middlebury & Saint Michael's

Gulf Coast State College, FL

Minnesota State Colleges and Universities, MN

Moraine Park Technical College, WI

North Carolina Community College System, NC

Northampton Community College, PA

Oregon Community Colleges, OR (7 colleges)

Penn State University, PA

Touro College & University System, NY

The Challenge

Central Arizona College (CAC) serves over 11,000 students at nine campuses and centers across Pinal County, Arizona. An institution of this size and complexity relies upon its enterprise resource planning (ERP) system to drive operations and deliver a high-quality student experience. When CAC experienced challenges effectively using the Banner ERP to support the College's mission along with high costs to operate the system, they partnered with CampusWorks for help evaluating their options.

The Partnership

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

To help the College evaluate the possibility of continuing to run Banner versus moving to a modern software-as-a-service (SaaS) solution, the CampusWorks team developed and presented 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 administrators and systems administrators, freeing up CAC staff to focus on efforts that directly support student success. Based on this information, the College decided to replace Banner with a new ERP solution.

With input and direction from the College'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 College's selection criteria. These demonstrations were designed to show CAC how each solution would address their specific challenges and unique needs.

Framework for Success

Future State Visioning

Needs Assessment

RFQ Development

Vendor Evaluation

Solution Identification

Contract Negotiation

Implementation

Once the vendor demonstrations were complete, only two ERP solutions remained on CAC's short list. To help the College objectively evaluate both solutions, CampusWorks developed an apples-to-apples comparison and presented them to the ERP Evaluation Committee. Based on the Committee's recommendation, CAC unanimously decided to implement Campus Management's CampusNexus Student Information System, HR/Payroll/Finance, and CRM solutions.

Results

Thanks to the partnership with CampusWorks, Central Arizona College made a data-informed decision to replace Banner with Campus Management's ERP solutions, which is projected to save the College \$5M over 10 years. The implementation began in January 2017, and CampusWorks' program manager oversaw the effort to ensure the new solutions and redesigned business processes were aligned to help CAC realize the desired future state that had been defined during the PRR effort.

- ✓ In November 2017, the Student Information System went live. This implementation fine-tuned and strengthened CAC's degree audit plans, which had never been set up or fully leveraged in the legacy system. Now, students can monitor their progress towards their educational goals, and the College can identify and help at-risk students.
- ✓ In February 2018, Financial Aid Automation went live, and CAC began to disburse over \$7 million in financial aid to over 1,100 students, providing the financial support necessary to enable them to begin classes on time.
- ✓ In May 2018, CRM went live, allowing the College to reimplement their 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.
- ✓ In January 2019, HR, Payroll, and Finance went live, allowing the College 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.
- ✓ 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.

Need help with ERP evaluation and selection?

Contact CampusWorks today for a free, no-strings-attached consultation.

“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
