

California State University's Fresno State University and Sonoma State University Complete a Rapid and Successful Pilot Implementation of PeopleSoft Student Administration

BACKGROUND

In 1961, the "California State Colleges" were established as a system with a Board of Trustees and a Chancellor. By 1972, the State Colleges system was designated as "The California State University and Colleges." Known today as the California State University System ("CSU"), there are **23 campuses** located throughout the state that enroll a total of **408,000 students**.

CHALLENGES

In late 1996, CSU began a planning process to address a number of technology, financial, and service issues confronting the CSU System. Examples of these issues are stated in the following excerpts from the document, *Why CMS?, 1999*.

- "The CSU is headed for **severe problems with current existing (legacy) administrative systems** and must do something about it... "
- The **cost of "status quo" continues to grow**. Putting more scarce resources to keep inadequate legacy systems limping along is a waste of tax dollars, and every year the decision is delayed, the cost for a solution increases.
- **Increased demand for services**, by both academic and administrative users and students, is continuous, but most legacy systems have reached the limits of their technical capabilities."

Once the CSU purchased the PeopleSoft Software to address these needs, CSU was faced with the implementation challenge of designing a student system that would meet the mission critical needs of the diverse CSU campuses and their heterogeneous student populations.

SOLUTION

CSU selected Fresno State University and Sonoma State University as the SA pilot institutions. They also constituted a "**baseline" team** to design a common version of the software that would be implemented at all 23 campuses. CedarCrestone was selected as the sole implementation partner to design the Student Administration Software and implement it at these **three pilot campuses**.

At the outset, CedarCrestone visited the campuses to **identify gaps** in the PeopleSoft software that were mission critical. These gaps were then reviewed and prioritized by the CMS Student Administration Function Team. The CedarCrestone baseline team and campus-based pilot teams **worked in**



Industry	Higher Education
Services	Implementation and integration
Application	PeopleSoft Student Administration
Client since	2002

After an exhaustive selection process, we determined that CedarCrestone is the most qualified implementation partner for our pilot project. All of CedarCrestone's client references were very positive about their experience with CedarCrestone, which made CedarCrestone a clear choice for us.

Hilary Baker

Senior Manager, Management Systems

synchronization to design and configure the CMS version of the PeopleSoft software that was sufficiently flexible to meet the primary needs of the 23 CSU campuses. CedarCrestone also developed a **key interface** to Mentor, a common Admissions Application system. CedarCrestone, the campus teams, and baseline teams engaged in continuous communication and project planning and reporting to assure that their efforts were synchronized and their **resources were leveraged**.

RESULTS/BENEFITS

Within a 20-month period, CedarCrestone and the campus teams completed a pilot implementation of the SA software at Fresno State University and Sonoma State University **on time and within budget**. CedarCrestone and the CMS Baseline team designed the CMS Student Administration System (SA) baseline to serve all 23 CSU campuses by incorporating flexibility into the design so that the software would accommodate the diverse multi-campus needs. The baseline software was subsequently implemented successfully at the larger, early follower campuses of San Jose State University and the California State University, Long Beach.

The following examples from the CMS website illustrate just some of the many positive results and benefits:

The SA pilot project with Fresno and Sonoma campuses was completed in September. This concludes a twenty-month rapid implementation conducted by the campuses, CMS and their consulting partner, CedarCrestone.

*Fresno and Sonoma have successfully completed their **student registration** for spring. Fresno registered 16,000 students and noted that their **web registration has increased** from 31% for fall to 66% this semester; the remaining students register by phone or in person. Sonoma registered over 6,000 students over the web. Students using PeopleSoft are able to **review holds, search the class schedule, enroll, swap and drop classes, view their schedule, view grades from previous terms, and view their registration changes.***

All of CedarCrestone's consultants are great!"

Dr. Katharyn Crabbe
Associate Provost

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