

CedarCrestone and Cal Poly Collaboratively Implement PeopleSoft Enterprise Campus Solutions

BACKGROUND

California Polytechnic State University, San Luis Obispo (Cal Poly) is a nationally ranked, four-year, comprehensive public university located in San Luis Obispo, California. The emphasis of the University is a “learn by doing” educational experience for its more than 18,000 students. Cal Poly’s excellent academic reputation is complemented by the location of the 6,000-acre main campus in the foothills of San Luis Obispo, just minutes from California’s Central Coast beaches.

CHALLENGE

Like many universities, Cal Poly was concerned about its students’ average time to degree. The University President was deeply concerned that too many students were being notified during their final quarters of deficiencies in completing their graduation requirements. The president wanted to ensure that the numbers of students receiving those notifications dropped dramatically.

On the other hand, administrative staff and faculty were concerned about losing system functionality to which they had grown accustomed with their legacy system. The administrative staff, particularly in the Admissions and Records areas, was generally satisfied with the robust functionality of its highly customized IA/SCT and third-party legacy software and were not particularly anxious to replace this software with the CSU Common Management System (CMS) built on PeopleSoft Campus Solutions version 8.0. The Admissions Office was concerned that it would lose automation in running its unique admissions selection process, and there was a general concern that they would lose student records functionality. Also, Cal Poly had traditionally required prepayment of a student’s tuition and fees prior to allowing the student to register. Cal Poly staff was concerned that the initiation of new best practices in Student Financials would force them to change their existing enrollment procedures.

SOLUTION

CedarCrestone was contracted by Cal Poly to provide a team of consultants to deliver management consulting and functional and technical services to implement the CSU CMS version of the PeopleSoft Enterprise Campus Solutions software. The management consulting services were delivered over a five month period in which CedarCrestone helped analyze business processes and recommended best practices in academic advisement and curriculum management. A pre-implementation fit/gap analysis and readiness assessment for the Campus Solutions software was also conducted.



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| Industry | Public Sector |
| Modules | PS Camp SoIns 8 Recruiting and Admissions, Student Records, Academic Advisement, Financial Aid, Student Financials, Campus Community, Campus Self Service |
| Services | Management Consulting, functional and technical consulting to implement PeopleSoft Enterprise Campus Solutions 8 |
| Client since | 2001 |

“The CedarCrestone implementation team was integral to our success, primarily because of their understanding of our business processes and policy differentiators within the University System. They blended with our team members, creating an environment in which we could creatively design approaches that fit our unique situation. They demonstrated a continuous commitment to our success through their effective project management, problem solving skills and open communication.”

Kimi Ikeda
Associate Provost



The implementation project was a truly collaborative effort involving CedarCrestone personnel as well as Cal Poly technical staff and functional leads from a number of campus offices and academic advising positions. Extensive business process analysis and mapping was conducted to find the best process solutions. For example, it was determined that most US and CSU campuses follow the practice of charging tuition based on the student's enrollment. This allowed Cal Poly to implement Student Financials Tuition Calculation as delivered, with campus specific configurations. Reports and batch processes were designed to drop students from all classes if no payments were made by University specified deadlines.

Cal Poly successfully went live on Admissions in October 2005 and by the end of 2006, all the CMS 8.0 modules were live. The University has already begun to realize a number of results and benefits of its Campus Solutions implementation, including the following:

RESULTS AND BENEFITS

- Adoption of the Academic Advising module has helped Cal Poly streamline its advising processes, provide a better mechanism for evaluating students' progress toward degrees, and notifying them of deficiencies in time to take corrective action.
- Cal Poly was able to retain its unique admissions selection process but also gain the benefits of out-of-the-box integration with the other Campus Solutions modules.
- By utilizing PeopleSoft-delivered functionality for registration appointments, modifying existing web pages, and adding custom-designed pages for setup and tracking, the University was able to preserve existing self-service functionality that was visible to the whole campus and very popular among students.
- By implementing a new best practice for tuition calculation, Cal Poly was able to use a delivered feature of the Student Financials module without modification while still meeting its business needs and streamlining its student enrollment procedures.

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contact@CedarCrestone.com
866.827.3786

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