

City Colleges of Chicago

Deploying PeopleSoft Campus Solutions

A Transformation Through Technology Case Study

The City Colleges of Chicago (CCC) is the nation's second largest community college system, with 160,000 students across 15 locations. Comprised of seven community colleges, CCC provides valuable learning opportunities for Chicago's diverse population. www.ccc.edu

Challenges

- ▶ Lack of systems integration
- ▶ Disconnected business processes
- ▶ Limited information access and reporting
- ▶ Inconsistent delivery of student services

Solutions

- ▶ Oracle's PeopleSoft Campus Solutions
- ▶ Synch-Solutions' Enterprise Solutions

Benefits

- ▶ Cross-campus integration and alignment
- ▶ Standardized access to better information
- ▶ Enhanced delivery of student-centric services
- ▶ Support for long-term institutional growth

Disparate Systems and Processes

City Colleges of Chicago (CCC) is a highly complex organization with seven individually accredited colleges in dispersed locations throughout the city. CCC's service delivery model, which is designed to meet the unique needs of its marketplace, enables each student to take classes offered within all of its seven colleges and to attend them at all of its geographic locations.

As an organization that prides itself on being at the forefront of education, CCC consistently invests in leading-edge technology. Several years ago, after experiencing rapid growth across the district, CCC recognized the need to integrate and update its administrative systems.

Adding to this challenge was the fact that the institution's seven colleges and eight satellite locations were using disparate software applications and data sources to execute daily business processes. This lack of integration impeded CCC's ability to deliver the level of quality service its diverse student population had come to expect from a top-tier educational institution.

An Integrated Student Administration System

CCC partnered with Synch-Solutions, a leader in IT services for the education sector, to enable a smooth transition from its former enrollment system to Oracle's Web-enabled PeopleSoft Campus Solutions. This partnership ensured the successful implementation of an integrated software solution and the streamlining of system-wide operations.

In the project's initial phase, Synch-Solutions deployed the PeopleSoft Student Administration Campus Community Module (version 8.0). Soon afterward, Synch-Solutions implemented the Student Records, Student Financials, Financial Aid and Self-Service modules. This involved defining CCC's business requirements and documenting current business processes. A detailed fit/gap analysis was conducted and a system prototype was created to ensure that the system met all of CCC's business objectives.

After receiving validation from the client, Synch-Solutions performed system configuration and testing, legacy data conversion and production maintenance.

"The City Colleges of Chicago selected Synch-Solutions as our partner because they understand education. They have provided the leadership and support we need to make changes to our business, enabling us to realize our vision for the future."

Dr. Wayne Watson
Chancellor
City Colleges of Chicago

Synch-Solutions was also responsible for designing, developing and deploying end user training to over 1,500 CCC employees. The Synch-Solutions technical team was responsible for creating over 400 system customizations and 100 reports. Synch-Solutions continues to provide production support and development of new functionality.

During each stage of the deployment project, Synch-Solutions provided strong project leadership, employing disciplined risk mitigation and change management methodologies to help CCC overcome project challenges.

Elevating Value

CCC views implementation of the Oracle applications as the key IT initiative in its mission to provide educational opportunities for its constituents. Specifically, the implementation enabled CCC to enhance delivery of student-centric services.

By leveraging its education sector expertise, Synch-Solutions helped design a model that provides CCC students, faculty and staff with self-service access to course registrations, schedules of classes, course catalogs, academic reports, financial accounts and grading. During the Fall 2007 registration, CCC successfully enrolled more than 7,000 students

via the new self-service system and more than 70,000 students using the Campus Solutions application.

The integrated suite of Oracle applications enables CCC's administration to track every step of the student life cycle, from recruiting, admissions and registration, to financial aid, graduation and contribution history. Because all systems share a common enterprise platform, data is centralized and easily shared across the entire district. Colleges are now able to access accurate and reliable data, enabling them to make informed and strategic decisions in keeping with marketplace requirements.

A Thriving Relationship

Synch-Solutions remains engaged with CCC, providing post-implementation support and services, including database management, software customization, reporting and analysis, batch processing, interface development, technology upgrades and systems integration.

Synch-Solutions also continues to help CCC find ways to streamline operations and performance through business process design. CCC now has a solid IT foundation to effectively serve its broad community of students, faculty and staff for years to come, as well as a reliable, long-term business partner in Synch-Solutions.

ABOUT SYNCH-SOLUTIONS

Synch-Solutions is a leading management consulting and technology services firm committed to delivering business transformation solutions that elevate the value an organization brings to its entire community. We are headquartered in Chicago, Illinois.

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Headquarters

211 West Wacker Drive, Suite 300
Chicago, IL 60606
312 252 3700 Telephone
312 201 5226 Fax
E-mail: info@synch-solutions.com
www.synch-solutions.com

Other Locations

Atlanta, GA
New Orleans, LA
New York, NY