UNIT4

A Digital Upgrade Hits the Campus

Improve Institutional Effectiveness

Contents

Improve institutional effectiveness

As colleges and universities confront a rapidly changing education model, improving institutional effectiveness has become a complex undertaking. However, the aspiration to improve an education institution's effectiveness is often hampered by fragmented, inefficient systems that stifle productivity and encourage workflow redundancies.

To address these inefficiencies, it is important for managers to recognize the challenges they face, the areas they need to focus on, and the tools available to them to help achieve their goal.

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Focus areas to improve institutional effectiveness — and obstacles to recognize and overcome

Unit4 has worked with some of the biggest names in education for decades. These close relationships have given us insight into the areas institutions need to focus on to achieve their aspirations. Our solutions have been developed to address these areas and overcome the obstacles to progress that they present. In order to improve institutional effectiveness, you need to focus on the following areas:

Optimize financial and human resource assets

In a report examining cost containment strategies from the American Association of State Colleges and Universities (AASCU), higher education institution (HEI) leaders identified staffing as a focal point for cost reduction policies, with nearly 50 percent specifically targeting administrative departments. Indeed, the US Department of Education reports that administrative hiring rates in HEIs have accelerated 50% faster than academic hiring over the last decade.

However, you may struggle to implement plans to boost your staffing efficiency when confronted with these common roadblocks caused by outdated systems.

- **Staffing analysis**: Without a robust data ecosystem, it's hard to quantify the value of your human capital and the return on investment you reap from staff. Additionally, outmoded processes make analytics difficult to perform, leaving you with no way to clearly visualize your staff utilization.

- **Recruitment**: Inefficient systems cause ripple effects throughout your organization, and frequently hinder your ability to find and recruit the most promising staff members and distinguished faculty.

- **Slow bureaucracy**: Without a nimble systems infrastructure, your departments will struggle to stay on top of constantly changing regulations, and will always be fighting yesterday's policy battles instead of planning for future concerns.

- **Fragmented procedures**: The hallmark of outdated systems is their reliance on disparate, siloed processes and procedures. This is often evident in areas like payroll and human resources, where each department usually has its own playbook for conducting business. This fragmentation magnifies inefficiencies and costly, redundant workflows.

Even the best laid plans will fall short without tools that empower you to implement them successfully. You can't work proactively to manage your budget and control spending when you're struggling to find the necessary information to begin with, and HEIs often find it impossible to consistently produce thorough and accessible reports.

You may even struggle to complete the most basic tasks, like accurately comparing the profitability of different programs and departments. Worse, you may be making decisions without realizing that they're ill-informed, amplifying the risk of fiscal consequences.

Automate business processes

You have no way to comprehensively automate your processes when you operate with fragmented legacy systems. This is compounded when spreadsheets and needless manual processes are part of your people's daily tasks. The impact is widespread, and many HEIs report that the largest source of wasted staff hours is the high error rate tied to outdated infrastructure – a near inevitability when your administration lacks a unified process framework. Ultimately the delivery of services to students are delayed.

When staff are consistently occupied with chasing down errors and battling with data, you're much less likely to receive advanced notification of potential problems, and so can't plan for future concerns. Manual workarounds creep in and become a further drag on efficiency and accuracy. The negative impact on your ability to predict and manage compliance concerns is dangerous, especially given higher education's dependence on government certification and funding sources.

Support data-driven decision making

These problems all have one common cause: a lack of meaningful data. In the modern HEI sector, the stakes are too high – and the margins too narrow – to accommodate an administration that functions without a comprehensive and data-driven picture of its own operations.

When you operate within a patchwork quilt of shadow systems and siloed information, there's no way to perform data-driven decision making to truly improve institutional effectiveness. Indeed, the most basic analytics are often incomplete or missing entirely, so you can't even apply key performance metrics, surrending your ability to improve and – crucially – demonstrate improvement.

Additionally, an impenetrable data ecosystem discourages collaboration, hindering your staff's ability to work toward common goals, and stifling your ability to lead strategically. A dysfunctional administration is felt throughout the institution, and over time can endanger your ability to attract and support the best students, the best professors, and the best research projects.

How Unit4 can help

Unit4 Business World ERP (a unified finance, HR, payroll, procurement, asset management and projects system) and Unit4 Student Management (a next-generation student information system) can help your institution improve its productivity and performance across the campus.

Easily update strategies and automate business processes
Unit4 education solutions are built on the flexible Unit4 People Platform that enables you to adapt your strategies and processes without needing to hire expensive IT consultants to modify your system. You can update your processes using configurable workflows with visual drag-and-drop rulesets that enable the system to examine your data and take action depending on the conditions and rules that apply. Just as important, you can use the rulesets to automate manual, routine tasks in bulk, empowering your staff to spend more time on higher-value activities.

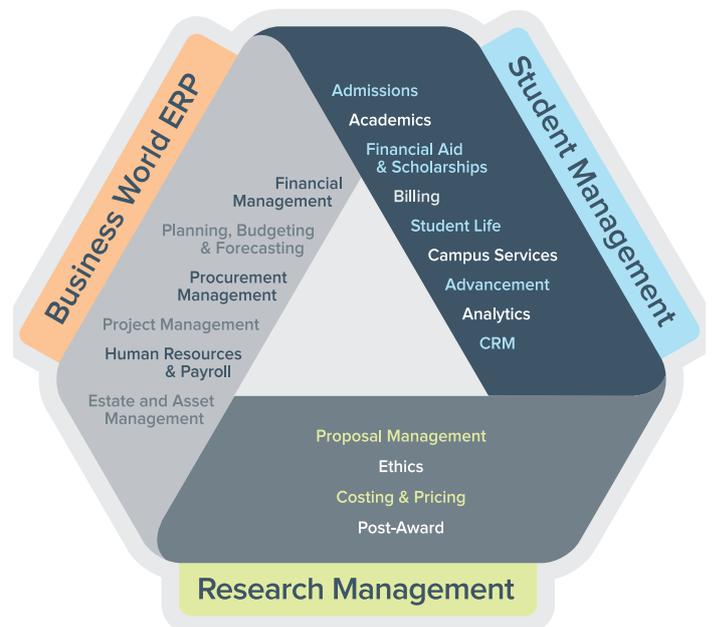**Gain insights and make data-driven decisions**
Built-in analytics and reports analyze data throughout your system and present the data in easy-to-use visual dashboards. Standard and ad-hoc reports use a friendly drag-and-drop tool (no IT support required!) to increase your ability to analyze performance on key institutional metrics and to demonstrate improvement. Easily merge data with Microsoft Office products or export data into many standard formats including PDF, RTF, XLS, XML and more.

Get the most out of your most important asset —your people
Benefit from a single, integrated, definitive control and information center to get the most from your workforce and keep them happy. Ensure all your people are kept up to date using employee and managerial self-service tools. Keep personnel data organized and under control, no matter where it comes from or how fast-changing it is. Provide full support for payments for all employee types, fulfilling all legal, regulatory and taxation requirements.

Drive financial efficiency
Improve financial transparency by viewing and analyzing data from individual departments across the campus, from granular detail up to intuitive visualizations. Streamline purchasing processes through better visibility and control of your institution's spending and commitments. Take advantage of revenue-generating opportunities across the institution, including housing, facilities and instruction.

To find out more about how Unit4 education solutions have helped institutions like yours - and can help you — **visit**

www.unit4.com/education

Designed for your people

Unit4 education solutions work with your skilled staff so they can focus on education and research outcomes instead of administration. Specific modules have been designed to deal with key tasks and deliver the results you need.

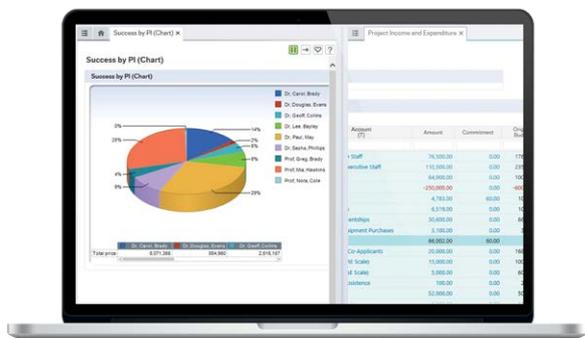## Academic Affairs

Retain more students
Create student risk indicators unique to your institution and intervene with interaction plans and alerts to keep them on track

Improve graduation rates
Provide students with a clear understanding how to progress toward graduation with degree audit tools

Propel institutional planning
Answer important assessment-related questions with advanced reporting and built-in analytics

Finance Directors

Improve financial transparency
View and analyze data from individual departments and across the campus, from granular detail up to intuitive visualizations

Reduce costs
Improve workflow and deploy self-service tools to establish a more 'commercial' culture that improves efficiency

Increase revenue
Assess revenue-generating opportunities across the institution including housing, facilities, and instruction
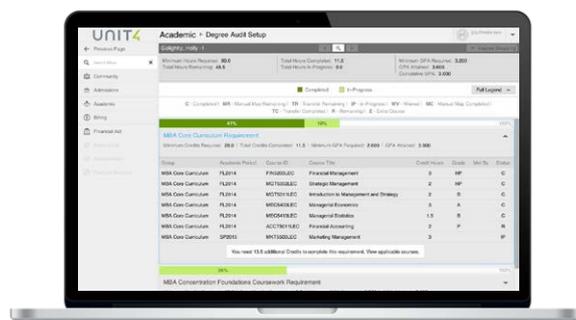
Faculty and Advisors

Identify and intervene with at-risk students
Receive notifications and execute intervention plans with at-risk students while there's still time to turn them around

Track all types of academic milestones
Monitor any type of program milestone specific to your institution, such as clinical hours, dissertation, etc.

Head of Admissions

Automate your outreach campaigns
Trigger communications and follow-up tasks with configurable workflows based on prospect behavior

Streamline your application process
Create program-specific application types with customized status changes and document management processing

Focus on recruiting, not your data
Stop worrying about transfer of data between systems with native integration between admissions and enrollment

Registrar
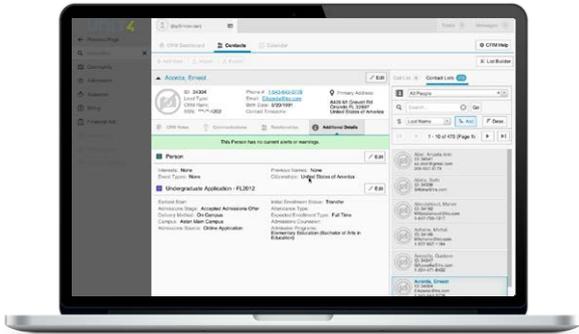
Unlimited course enrollment flexibility
Set up any type of registration based on your unique needs—from traditional to non-traditional to corporate training

Streamline curriculum management
Save time and hassles by copying course offering templates across the curriculum

Build actionable reports
Use dashboard reporting tools to build actionable lists based on any field across the system

Head of Advancement

Improve fundraising
Acquire, retain and upgrade donors using robust marketing tools and embedded analytics

Identify and nurture prospects
Configure and automate personalized outreach campaigns based on prospect demographics and behavior

Strengthen donor relationships
Gain a 360-degree view of alumni and donors with "CRM for Everyone" that leverages relationships across departments and constituent groups

Financial Aid Directors
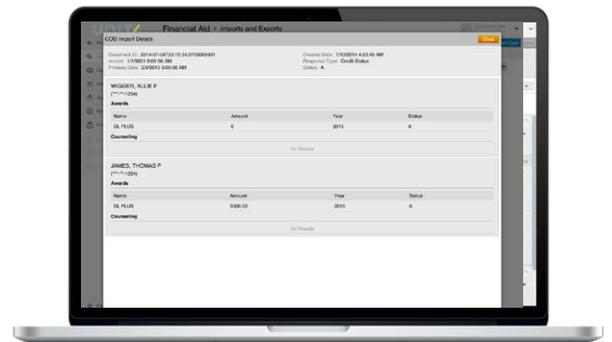
Manage all types of aid programs
Administer the full range of institutional aid programs—student loans, grants and scholarships

Stay compliant with evolving regulatory mandates
Use built-in and ad hoc reports to stay compliant with all requirements of federal and state aid programs

Automate award packaging
Mass auto-package student awards in priority order based on federal, institutional or borrower-based rules

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Customers and references

"Higher education is one of Unit4's target vertical markets, and this deal strengthens its ability to compete in the emerging next-generation student information system (SIS) market by combining the Unit4 Business World ERP solutions with Three Rivers Systems' higher education software. Unit4's *Cloud Your Way* deployment model will allow institutions to choose from on-premises, cloud or hybrid delivery models. In addition, both Unit4 and Three Rivers Systems* have strong alliances with Microsoft, and Three Rivers Systems developed the new product on .NET. Other features that are highly desirable in the industry include:

- A modern user experience with a responsive design
- Integrated CRM
- Embedded analytics
- Support for non-traditional programs, such as non-term-based education"

Unit4's Three Rivers Buy Heats Up Competition in Next-Generation SIS Market
Gartner, June 2015

"Without Unit4 Research Costing and Pricing, making applications would be like trying to fly a 747 without instruments. It takes the stress out of audits and helps us demonstrate our meticulous planning, costing and pricing to funders. Most important it is creating a virtuous circle where extra revenue from larger projects can be ploughed back into faculties and research facilities for the good of the campus and beyond."

MIS Director and Director of Research Services,
Universities of Cambridge and Oxford

* Three Rivers Systems is now a Unit4 company.

" We are a textbook model for an organization that lives in constant change, and our software systems did not have the agility to keep up. We wanted the ability to make changes ourselves, quickly, which we can get from the Unit4 solution, but that we didn't see elsewhere in the market."

Director of Finance
Cranfield University

" The university is in a big drive to expand and grow, and to be able to meet that growth we need a scalable system and we need scalable business processes to grow along with it, and we are comfortable and confident that we have built that using Unit4 at the core."

Project Manager
Royal Roads University

" Three Rivers Systems stood out as the best ERP solution to help us achieve our strategic goals, particularly around operational excellence and student success."

President,
Grayson College

" Roles, reporting, everything will change again, and our Unit4 cloud solution allows us to do this easily, without organizational disruption."

IT Systems Administrator
Södertörn University

" Prestigious international clients like Hult International Business School, The American University of Paris and The Petroleum Institute of Abu Dhabi all had rave reviews about Three Rivers Systems and its customer support. Now we know why."

Chief Information Officer,
Canadian University of Dubai

About Unit4

Unit4 is a leading provider of enterprise applications empowering people in service organizations. With annual revenue north of 500M Euro and more than 4000 employees world-wide, Unit4 delivers ERP, industry-focused and best-in-class applications. Thousands of organizations from sectors including professional services, public services, not-for-profit, real estate, wholesale, financial services and education benefit from Unit4 solutions. Unit4 education solutions deliver the latest technology and consumer-grade user experience combined with 30 years' experience working with over 1000 colleges and universities globally.

unit4.com/education

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In business for people.