

Higher Education Institutions Drive Student Services, Recruiting and Operational Efficiency With Oracle Solutions

October 28, 2008 8:00 AM ET

PR Newswire

More than 15 Institutions Implement or Select Oracle to Meet Institutional Goals

EDUCAUSE, ORLANDO, Fla., Oct. 28 /PRNewswire-FirstCall/ --

News Facts

-- More than 15 leading colleges and universities recently implemented, upgraded or selected Oracle(R) Applications and infrastructure software to deliver a superior student experience, strengthen recruiting efforts and maximize operational efficiency.

Oracle Higher Education Customer Details

-- DePaul University (<http://www.depaul.edu/>), the largest Catholic university in the United States, upgraded to Version 9.0 for Oracle's PeopleSoft Enterprise Campus Solutions, PeopleSoft Enterprise Customer Relationship Management (CRM) and PeopleSoft Enterprise Human Capital Management to better serve current and prospective students, faculty and staff. With the upgrade, DePaul has allowed its faculty and more than 23,000 students to access online self-service tools via the application's Faculty Center and Student Center to track grades, view course schedules, add/drop courses or pay tuition. DePaul has also developed a highly effective CRM program, including a case management system that has helped reduce student wait times for various tasks such as registering or resolving financial aid questions. Further, due to integration between the CRM and student systems, DePaul faculty and staff can quickly and easily select contact lists and distribute important messages, such as class cancellation notices. Finally, with the upgraded human resources application, DePaul can more quickly process position and budget changes online.

-- **George Fox University (<http://www.georgefox.edu/>), a Christian-based university in Oregon, worked with MIS, Inc. to deploy PeopleSoft Enterprise Financial Management, PeopleSoft Enterprise Human Capital Management, PeopleSoft Enterprise Recruiting and Admissions and PeopleSoft Enterprise Campus Community in less than seven months to strengthen student services and operational efficiency, and devolve from an unsupported SunGard Higher Education application. With the PeopleSoft Enterprise applications, George Fox has gained increased reporting granularity and data sharing capabilities, enabling better decision-making. Further, the more efficient Web-based**

platform accelerates access from regional campuses. In the future, George Fox plans to leverage PeopleSoft Enterprise Portal to better deliver its administrative applications via the Apple iPhone. This is important to the all-Apple campus, which provides Apple laptops to undergraduate students and recently created the Center for Mobile Computing to promote iPhone application development by students and faculty.

-- University of Ballarat (<http://www.ballarat.edu.au/>), a regional Australian university with more than 24,000 students, implemented PeopleSoft Enterprise Campus Solutions 9.0 to support its expansion in international markets. The application, which replaces a legacy system that did not support the university's increasingly complex business processes, provides an intuitive student interface and self-service tools that often eliminate the need for a three or four hour drive to campus to complete administrative tasks. University of Ballarat worked with Oracle Consulting to complete the implementation in just 18 months. The university also uses Oracle Database, Oracle Identity Management and Oracle Fusion Middleware, and plans to implement PeopleSoft Enterprise Contributor Relations to support alumni outreach.

-- In order to strengthen enrollment, the University of North Texas (<http://www.unt.edu/>), one of the state's largest universities, implemented PeopleSoft Enterprise CRM for graduate admissions and is currently deploying it for undergraduate admissions. The CRM application, which replaces a 20-year old legacy prospect system, helps the university better collect and manage prospective student information and enhance overall marketing efforts. With the ultimate goal of gaining a 360-degree view of each prospective student, the University of North Texas uses the application to target prospects and modify messages to appeal to intended audiences. Once the system is fully deployed, the university expects to be able to more effectively target high quality undergraduate and graduate students, streamline prospect tracking and communication for a smooth user experience, reduce data entry, and develop comprehensive reports to evaluate program effectiveness and identify enrollment trends. The university also uses PeopleSoft Enterprise Campus Solutions and PeopleSoft Enterprise Financial Management.

-- Other leading higher education institutions recently selected Oracle:

-- The University of Nebraska (<http://nebraska.edu/>) and the Nebraska State College System (<http://www.nscs.edu/>) selected PeopleSoft Enterprise Campus Solutions to replace an unsupported SunGard student system. The college systems partnered on the technology project, which they will implement at the four campuses of the University of Nebraska and the three campuses of the Nebraska State College System, to help minimize costs and increase efficiency. When deployed, the integrated application is scheduled to manage nearly all interactions between the institutions and 49,705 students -- from course registration and grades to billing, financial aid and housing -- as well as interactions with prospective students and

alumni. CedarCrestone will complete the implementation, which also includes Oracle infrastructure software.

- Illinois State University (<http://www.ilstu.edu/>) (ISU), the state's oldest public higher education institution, chose PeopleSoft Enterprise Human Capital Management to replace its aging system and provide a central source for faculty and staff university-wide to access key data and tools for human resources, payroll, benefits, employee recruiting and budgeting. The university chose Oracle due to the application's superior flexibility. The application will help ISU replace paper-based processes and support policy review and development to achieve strategic goals. In addition, the university will leverage Oracle User Productivity Kit to efficiently manage training and help ensure high user uptake of the new application.
- University at Buffalo (<http://www.buffalo.edu/>), a flagship institution in The State University of New York (SUNY), recently selected PeopleSoft Enterprise Campus Solutions and PeopleSoft Enterprise CRM to create an integrated student system for its 12 schools and three campuses, and to improve its ability to target and recruit prospective students. The university selected Oracle based on the applications' rich functionality and Oracle's ability to meet the needs of a leading research institution.
- Universite de Montreal (<http://www.umontreal.ca/english/>) chose PeopleSoft Enterprise Human Capital Management, PeopleSoft Enterprise Financial Management and PeopleSoft Enterprise Campus Solutions to replace its legacy enterprise resource planning (ERP) and student information systems. The university expects to benefit from more flexible applications that integrate and share data and will help support the needs of a major research institution with modules such as grants management.

-- Arizona State University (<http://www.asu.edu/>), Tempe, Ariz.; George Washington University (<http://www.gwu.edu/>), Washington, D.C.; Georgian College (<http://www.georgianc.on.ca/>), Ontario, Canada; Griffith University (<http://www.griffith.edu.au/>), Queensland, Australia; Stanford University (<http://www.stanford.edu/>), Palo Alto, Calif. and University of California San Francisco (<http://www.ucsf.edu/>), San Francisco, Calif. also recently selected, upgraded or implemented Oracle software.

Supporting Quotes

-- "With the new software, our students, faculty and staff have easy-to-use, Web-based applications that help them quickly and easily access information. Our upgrade to 9.0 has not only provided new features, but also helped ensure we stay current with technology to continue to operate efficiently in the future," said Robert McCormick, director of Information Services, DePaul University.

-- "As we continue to roll out PeopleSoft Enterprise applications we are receiving tremendous feedback on their flexibility. We look forward to maximizing our investment in Oracle software as well as working with Oracle on our iPhone application development projects. We are committed to empowering our students with the latest technology, and Oracle is a key partner in that endeavor," said Greg Smith, chief technology officer, George Fox University.

-- "Around 50 percent of our higher education students now come from outside Australia, making our business processes more complex. To support our students, we need an application that helps us positively impact the student lifecycle, with very little customization. PeopleSoft Enterprise Campus Solutions meets our needs cost effectively, and Oracle has been a partner throughout, continuing to fulfill all of its commitments to us," said Darren Holland, vice president, Student and Learning Support, University of Ballarat.

-- "We have already started to reap the benefits of our CRM investment in graduate admissions, and we look forward to fully deploying the application for undergraduate efforts. With PeopleSoft Enterprise CRM we can target high quality prospective students and ensure they receive timely, relevant communications to drive them to learn more, apply and ultimately enroll in our university. We look forward to leveraging CRM to increase the quantity and quality of our student enrollment," said Troy Johnson, associate vice president for Enrollment Management, University of North Texas.

-- "Higher education institutions continue to turn to Oracle to meet vital institutional goals for delivering a positive experience throughout the student lifecycle and operating efficiently to manage often shrinking budgets. Oracle's integrated, easy-to-use applications give them the tools they need to provide a superior experience for students, faculty and staff," said Steve Koporec, vice president, applications, Oracle Higher Education.

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