



Claremont Graduate University Connects Students to Better Services

PeopleSoft

The Customer

Founded in 1925, Claremont Graduate University, located in Claremont, California is an independent institution devoted entirely to graduate study. The academic community is supported by the comprehensive academic resources of the Claremont Colleges, a consortium of distinguished colleges patterned on the Oxford model. The university's 2,200 full-and part-time students are enrolled in degree programs in 20 different fields of study.

Web site: www.cgu.edu

Computing Environment

- Hardware: Hewlett-Packard
- Database: Microsoft SQL Server

PeopleSoft Products

Student Administration
Portal for Higher Education
PeopleTools

“Web access and the PeopleSoft Portal for Higher Education are the next step in our student-centered plan,” says Carol Gamble, Director of Information Technology for Claremont Graduate University. “We want to make the administrative processes that are necessary in a student’s life easier.”

Looking to improve student services, the university licensed PeopleSoft Student Administration in November 1997. Since installation, Claremont has been “reaping its benefits,” according to Gamble. “It has definitely streamlined our administrative processes and made them much more efficient.”

Connecting the dots

Prior to PeopleSoft, student services were fragmented. “My analogy is that we expected the students to connect the dots,” Gamble says. “If you think of our recruiting, admissions, and financial aid offices as dots, we expected the students to come in, stand in line, and move from area to area through the registration and enrollment processes.”

With PeopleSoft and our implementation of a priority registration system, students’ line-time has been reduced by 90 percent, according to Gamble, while data entry has been reduced from two weeks to one day. In addition, moving from several different databases to one integrated database has improved both data accuracy and data access.

Gamble says the university also uses PeopleSoft Student Administration to better track prospective students and accurately target marketing funds. “We can see which recruiting fairs and events are successful, so we know where to spend our marketing funds.”

A win-win situation

While students are seeing shortened registration times, lines will soon become a thing of the past as the university prepares to roll out Internet access with the PeopleSoft Portal for Higher Education, PeopleSoft’s role-based online access point.

As a beta site for the PeopleSoft Portal for Higher Education, the university worked collaboratively with PeopleSoft to bring new and better services to students. According to Gamble, both technical teams worked together to enhance the product. “This really has been a win-win situation for both Claremont Graduate University and PeopleSoft,” she says. “The

people we have worked with have been fantastic. The relationship has been invaluable.”

Student Administration HTML Access files were installed in February 2000 and the beta Portal files in March. “The Portal is fairly easy to bring up,” Gamble says. Choosing what Gamble defines as a mid-level installation, the university added its logo, changed some colors and screen features, and added links. If an educational institution wishes, it can use the PeopleSoft Portal “right out of the box,” according to Gamble. “PeopleSoft really delivers with this product,” she says, noting its pre-defined examples and style templates.

Customized information

“The PeopleSoft Portal will let us set up quality information for whatever role a person plays in the university, as well as provide a sense of community to the university,” Gamble says.

According to Gamble, the university liked the Portal’s customization capabilities. “The Portal will be a tool to deliver specialized information,” Gamble says. “It’s a convenient opportunity for people to find what they feel they need to know at any particular moment.”

Other features Gamble and her team liked included the Portal’s logical and intuitive interface, security features, and the absence of pre-packaged advertising. “With PeopleSoft, you have a choice,” says Gamble. “You’re not forced into advertising. But if you want partnerships with vendors, the opportunity is still there.”

During the summer of 2000, a control group of students will register over the Web in the university’s computer labs. Then, Gamble and her team can fine-tune the process for roll-out to continuing students for spring 2001 registration. “PeopleSoft’s Internet access tools will make it so convenient for our students to register,” says Gamble. “Once the system is fully operational, a student can register from anywhere in the world, at any time, as long as they have computer access.”

A multitude of services

Gamble sees Internet access to Student Administration and the PeopleSoft Portal for Higher Education bringing a multitude of services to the university. Initially, students will be able to register for classes, while faculty will be able to view students’ progress towards degrees. The university will send grades electronically to save on printing and postage.

Students will soon be able to apply for financial aid, check on their status and awards, and pay bills online. Gamble also predicts the school will link its bookstore to the registration process, so that once registered, students can automatically order textbooks.

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People power the internet.™



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Carol Gamble
Director of Information
Technology

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