

# HP Campus Administrative Solution

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# HP's Managed Learning suite of solutions provides campuses around the world with consolidated, agile infrastructures.

## HP's Managed Learning Environment Campus Administrative Solution

### The changing landscape of higher learning

Today's colleges and universities aspire to succeed and to lead in an increasingly complex environment. They strive to deliver excellence in teaching and learning and business, while increasing operational efficiencies. The challenges in doing so, however, are numerous.

First, they must meet the changing expectations and needs of students. Student bodies have grown more diverse yet share one key trait: they live in an increasingly connected, mobile, information-rich world. Because of this, many students have come to expect (or even need) online, personalized access to information, services, classes, and professors.

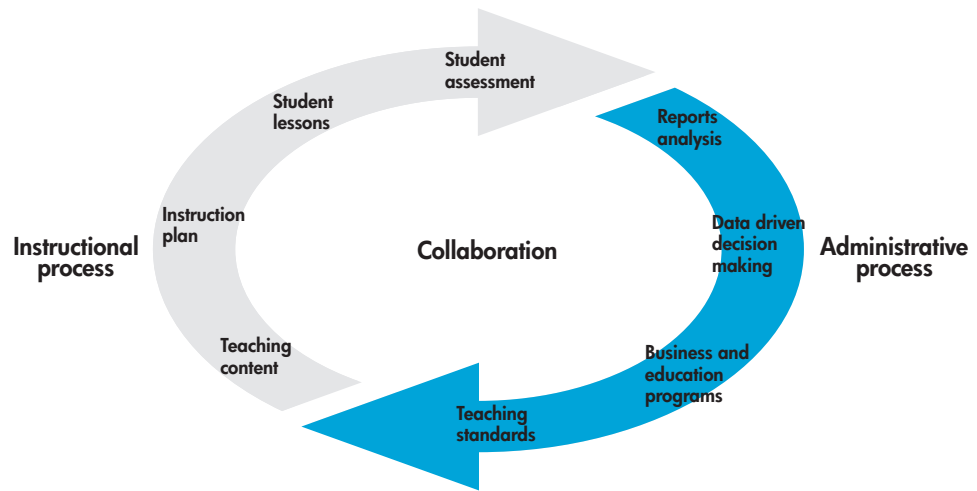
Accountability has become paramount as well. Whether it is "Student Exchange and Visitor Information System (SEVIS)" in the US, "National Grid for Learning" in the UK, the "Western Universities Computer Network" initiative in China, or the "Bologna Declaration on the European Higher Education Space" in the EU, campuses around the world are tasked with accurately tracking and reporting student progress, faculty credentials, and fiscal performance.

To remain competitive, institutions of higher learning must adopt the proven best practices of mainstream industries. They must move beyond geographic limits to global, virtual campuses, and they must quickly respond to the new regulatory requirements they encounter along the way.

Today, more and more colleges and universities turn to HP for solutions to address these challenges. HP's Managed Learning suite of solutions provides campuses around the world with consolidated, agile infrastructures that allow them to meet student needs, improve accountability, and quickly adapt to and manage regulatory change.

In particular, the HP Campus Administrative Solution helps college and university systems integrate information islands and automate previously fragmented or manual processes such as registration, assessment, and evaluation. With HP's help they are tracking, monitoring, and sharing student progress online via master data records – and reaching new levels of efficiency, cost-control, and educational excellence.

Fig 1. The Student Lifecycle



## Identifying educators' needs

Today's educators understand the importance—and the challenges—of properly retrieving, storing, querying, and publishing data-driven information. They require a comprehensive campus information management system that provides easy, secure access to records, enrollment, and scheduling and attendance information. Educators and administrators need access to efficient administrative systems that allow them to focus on their highest priority: innovations in education that lead to greater student achievement.

A campus is only as excellent as its students, its staff, and its allies in the business community. Colleges and universities must attract and retain the most qualified students through offerings that meet the students' individualized needs. Securing the most qualified faculty requires a superior teaching environment and strong administrative support. In addition, colleges and universities depend upon support from the business community for scholarships, internships, and student employment. These important opportunities for students are easier to obtain when a campus is providing students with the real-world technical skills required to succeed in a business environment.

Institutions of higher education are seeking innovative ways to address the challenges and opportunities that serving a range of constituents presents. Educators are currently working to improve teaching through enhanced e-learning, student services, student administration, and campus management. But they have other considerations as well, such as expanding "for profit" opportunities to support financial needs. Promoting

research and supporting the commercialization of research findings requires stronger collaboration, IP and grants management, and document management. Universities are also working to generate income through alumni recruitment and management, real estate development, and e-commerce. Discovering new ways to simplify regulatory requirement and reporting is rapidly becoming a priority—as is simplifying the management of human resources, finances, facilities, and procurement.

The needs of today's educators are complicated, but can be summarized as follows: educational institutions need the appropriate back-office systems and proven business processes to run highly complex environments—on limited budgets.

## Defining campus and student administration

HP defines campus and student administration as those functions of an institution that require management of student health, academic, and financial data (assessments, performance, fees, loans, student e-commerce, etc.). Campus and student administration often covers the whole lifecycle of the student: recruitment, enrollment, retention, graduation, and finally alumni relations. It may also include the administrative system within each campus (managing schedules, managing collaboration, classroom usage, etc.), which supports the management and reporting of campus life.

Figure 1, The Student Lifecycle, illustrates the relationship between administrative processes and instructional processes. While the focus of this document is primarily administrative processes, it should be noted that instructional needs must be integrated with administrative processes for complete support of the student lifecycle.

While many institutions already have an existing campus administrative system, it may be older, difficult to change, and not well integrated with other applications (such as learning and instructional systems). Universities often need to update campus administrative systems to meet new regulatory demands, new student demands, and to improve the accountability of the university environment.

Universities are frequently asked to measure their academic successes and business processes. They need to report total cost of ownership (TCO), develop key performance indicators (KPIs), and demonstrate balanced scorecards. These are new requests, and universities are looking to adopt best practices in these areas to better measure accountability of their business processes and student performance.

At its best, campus and student administration brings together a number of disparate systems into a framework that incorporates learning and administrative functions and provides access to resources, data, and information across the organization and among different constituents.

## Benefits of the HP Campus Administrative Solution

### **Better access for improved efficiencies**

The HP Campus Administrative Solution leverages the best of HP's technology and services, as well as HP's alliances with world-class application providers such as Oracle/PeopleSoft, Datatel, and SAP. Our Campus Administrative Solution provides colleges and universities with increased collaboration capabilities and improved access to better manage student data, meet regulatory requirements, and measure and report academic and business processes.

### **Benefits to constituents in higher education**

For educational institutions, improved administrative efficiency, measurement, and accountability are key benefits. However, other important stakeholders also benefit in a variety of ways.

#### *Government and business*

Government and regulatory bodies increasingly require more stringent reporting measures. For example, government mandates, such as the Bologna Declaration, require periodic reports. The HP Campus Administrative Solution helps deliver the accurate trends, progress, and compliance reports needed to meet these requirements.

The business community continues to endorse the use of business IT tools in the management of schools and colleges. This is done not only to encourage a teaching and learning environment that is as technologically modern and efficient as the business environment, but also to promote better tracking of research, which is often monitored or funded through joint initiatives.

#### *Students, faculty, and alumni*

Students themselves are quick to recognize the benefits of an educational environment that places an emphasis on Information Communication Technology (ICT). Students appreciate (and have come to expect) total online access to personal information, as well as data for academic planning. Students want to register, track, and monitor their own progress in real time. With a single sign-on portal, the wider resources in business/campus intelligence become instantly available, and students are able to closely monitor their individual class schedules, performance records, and financial responsibilities. Most importantly, the HP Campus Administrative Solution allows students to tailor their learning environment based on real-time assessment and feedback.

For teaching faculty, the HP Campus Administrative Solution provides a wealth of resources. Tracking their students' work, monitoring progress, and reporting become much easier. Collaborating across systems with other personnel who desire greater transparency and the ability to access relevant information is also made easier. Faculty recognize that collaborating with their peers and assessing, tracking, and monitoring student progress greatly aids their mission to improve teaching standards and better measure student progress.

For alumni, the HP Campus Administrative Solution provides access to a familiar resource and network. Alumni are able to establish as a community, recruit future workforce, and provide valuable insights and initiatives for their alma mater.

#### *Administrative bodies*

University and college administrators who use a variety of systems to access information will find integrating these systems significantly reduces their operating costs and improves their operational efficiency.

#### *Non-faculty staff*

Non-faculty staff members are burdened with redundant paperwork and repetitious data entry. The HP Campus Administrative Solution frees them of repetitious tasks, improves access to multiple data via a single portal, and promotes seamless collaboration.

For example, by implementing the HP Campus Administrative Solution, Texas Christian University deployed a Web-based solution that decreased registration from 45 minutes to just 5-10 minutes, while also reducing the staff normally required to help students throughout the process.

### **Maricopa Community Colleges**

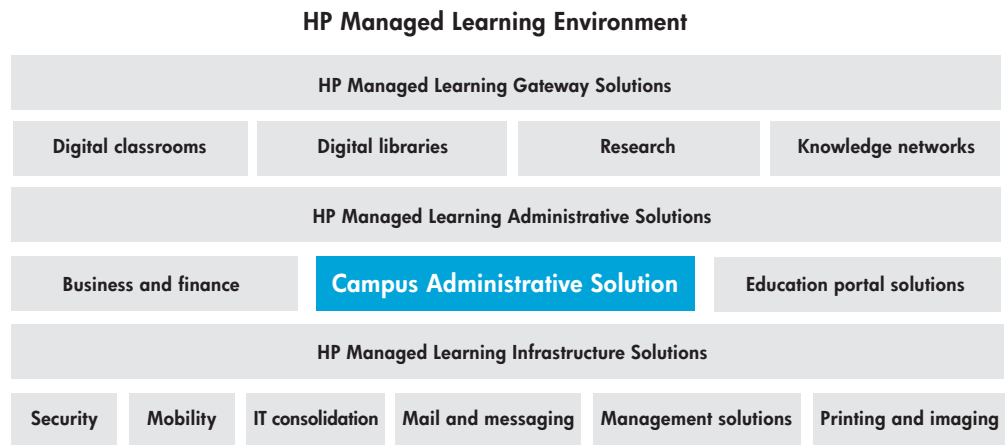
#### **The Challenge:**

The existing system did not have an integrated Web-enabled capability. Records were limited and reporting tools were difficult to learn. Activities such as registering, switching courses, and changing enrollment were cumbersome.

#### **The Solution:**

HP, in partnership with PeopleSoft Campus Solutions, created a Web-accessible, centralized, flexible student information system. Students now experience increased service, better access to information, and a broader range of learning options.

Fig 2. HP Managed Learning Environment



## HP's approach to a complete administrative solution

The HP Campus Administrative Solution is an integral part of the HP Managed Learning Environment, HP's solution suite for higher education (see figure 2, HP Managed Learning Environment).

Administrative systems, those that manage day-to-day operations, are sometimes considered the "necessary evils" of education. Yet without first addressing registration, attendance, and mandatory reporting tasks, even the noblest of educational pursuits would be difficult to realize. The HP Campus Administrative Solution is based on cost-effective industry-standard technology that is easily integrated into existing environments and scaled up to support many thousands of users.

The HP solution is extremely modular and built on open Internet standards. These characteristics allow for a high degree of customization to fit specific needs and requirements. HP understands that we are not able to provide a solution without developing strategic alliances with world-class vendors (who, in turn, rely on our world-class infrastructure and services).

### Partner technology and offerings

Together with a number of world-class software vendors such as Oracle/PeopleSoft and SAP, HP offers centralized and automated applications for total campus management. These applications provide for the entire administrative lifecycle of the student—from recruitment, to application, enrollment, retention, graduation, and finally, alumni relations. They are supported by underlying tools for data analysis, portal applications, and government regulatory management applications (for example, results statistics packages). And they can be interlinked through HP's alliances with Blackboard and WebCT to student instructional applications.

### HP technology offerings

HP provides a full suite of infrastructure solutions ideal for the deployment of a campus administrative solution. Technology for security (such as access authentication), mobility, messaging and collaboration portals, IT consolidation, and centralized systems management are fundamental building blocks provided by HP for the campus.

- **Security**—Security features are built into HP products and solutions. Trusted solutions such as HP OpenView Select Access provide centralized enforcement of user privileges while adding authentication and authorization. These applications and tools can be extended and integrated with other learning management solutions.
- **Mobility**—HP designs secure mobility architectures and provides solutions for managing mobile messaging, mobile collaboration, and mobile devices, extending the reach of the IT infrastructure across the campus and supporting an anytime/anyplace environment.
- **Messaging and collaboration portals**—HP enterprise portal solutions provide access to a wide variety of information sources and applications through a single browser window. These solutions facilitate the rollout of new applications and simplify the exchange of information. HP is the leading hardware platform for Microsoft Exchange, Lotus Domino, and Novell Group Wise messaging and collaborative applications.
- **IT Consolidation**—HP's strength lies in providing a full solution. We engage with customers to define their requirements and build an integrated solution. We also work together with colleges and universities to consolidate the existing, heterogeneous infrastructure to reduce operating costs through centralized IT management, greater operational control, and easier support.
- **Management**—Through the HP OpenView portfolio of IT management solutions, HP helps troubleshoot IT and telecommunications problems, keep data secure, and deliver critical data and services on time.

#### NanYang Technological University

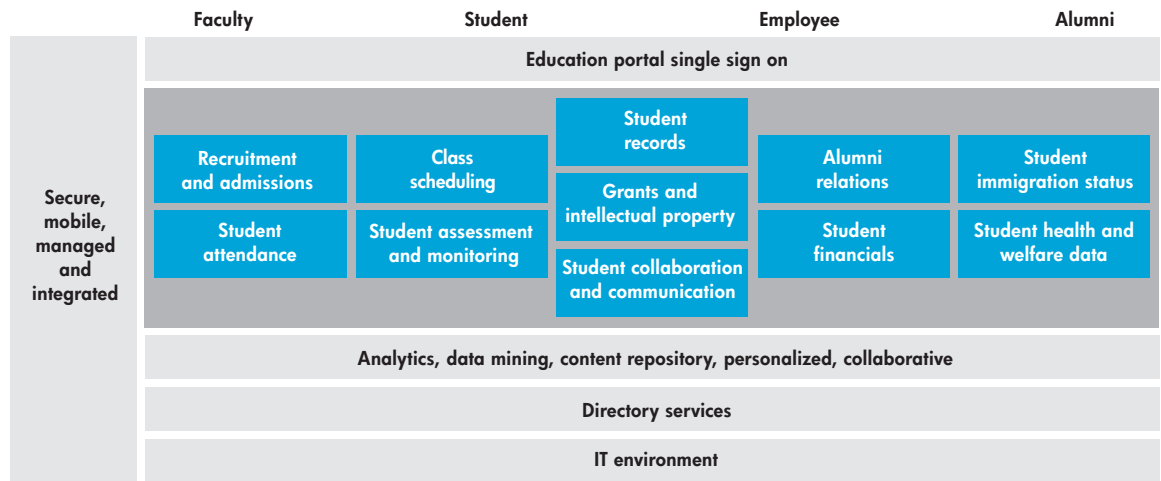
##### The Challenge:

To create a portal that would bring together disparate hardware and software used by different departments and allow them to share information and communicate effectively.

##### The Solution:

HP Services used BEA Systems and Interwoven platforms to build the staff portal together with its web content management solution. NIE staff can use this portal to personalize and access their work/social/personal related portlets (applications) for their day-to-day needs in NIE.

**Fig 3.** Hp Campus Administrative Solution components



### HP Services

HP offers a full continuum of services designed to allow educational institutions to complement their existing IT resources. Whether your campus requires additional support skills, end-user application training, specific project implementation resources, or perhaps managed services for telephony, HP provides the services needed to smooth your transition to a new campus administrative solution.

HP simplifies the internal support of HP and partner technology by providing the highest quality of classes and certification programs. During project implementation and rollout, training may be required for two groups: the IT staff (for optimal application management) and the non-faculty staff (who may be the primary end users). Training is also available for IT staff on using HP software such as HP OpenView Select Access and Network Node Manager. In addition, training for non-faculty staff on using and implementing specific campus administrative applications such as SAP and Oracle is available through e-learning modules and virtual classrooms.

A comprehensive Managed Services portfolio is available featuring a range of sourcing solutions, including strategic outsourcing and innovative utility pricing solutions.

Finally, HP offers financial asset management—including leasing, usage reporting, and data management financing options. HP is able to offer favorable terms for financing a campus administrative solution.

## Why HP for campus administrative solutions?

HP's Campus Administrative Solution is backed by our years of experience in the public sector, our support of standards-based technology, our ongoing commitment to education, and our strategic relationships with other leading technology providers.

### Public Sector Experience

HP has over 60 years experience providing solutions for institutions in the public sector. We understand the drivers and business needs of our customers in the public sector, allowing us to develop the right solutions now and into the future.

### Open, standards-based technology

HP advocates open, standards-based technology, as evident in the following numbers:

- With proven multi-vendor and open-source integration and support expertise, HP is able to integrate and support over 20,000 products from 1,300 vendors—including Apple, Microsoft Windows and Linux operating systems.
- HP has over 28,000 Microsoft certified service professionals, 5,000 SAP certified service professionals, and 1,600 Cisco certified personnel worldwide.
- HP has pioneered the adoption of ITIL standards, developing a comprehensive “best practices” approach to services and incorporating over 1,000 ITIL practices into our IT Service Management methodology.

### Wageningen University and Research Center

#### The Challenge:

Enable a newly merged organization to function as one collaborative enterprise. Connect 13 member organizations at 47 sites. Satisfy members' diverse access and security requirements with one infrastructure.

#### The Solution:

HP Network architecture consulting, project management, and knowledge transfer worked to develop a highly efficient virtual network and integrate the diverse and dynamic community (from planning and design through pilot phase and installation).

Internal and external users gain the appropriate access regardless of location or affiliation. A five-member team now manages the network centrally (instead of 13 local groups). The network infrastructure easily adapts, integrates, extends or splits functions.

### **Commitment to education**

HP participates in thought-leadership ventures with leading universities around the world. These ventures span a continuum of joint activities, from research grants to joint development of intellectual property, internships, technology grants, sponsorships, curriculum support, and major gifts.

We also work with educators and industry to advance the teaching and learning process, particularly for science and engineering. HP actively supports the following teaching and accreditation organizations:

- Accreditation Board for Engineering and Technology (ABET)
- Ibero-American Science, Technology and Engineering Consortium (ISTEC)
- International Conference on Engineering Education (ICEE)
- Information Technology Based Higher Education and Training (ITHET)
- Pan-American Union of Engineering Societies (UPADI)
- World Federation of Engineering Organizations (WFEO)

In 2004, HP donated approximately \$61.6 million in cash and equipment to non-profit organizations and educational institutions worldwide. Of this, nearly \$26 million went to schools. Within the US, HP also provides “Technology for Teaching” grants.

### **Strategic relationships**

HP believes in forging relationships that allow us to extend our capabilities and offer our customers superior, innovative solutions. We have established strong relationships with major international companies such as Microsoft, Intel, SAP, and Oracle. Our relationships with world-class software vendors have resulted in installations in over 130 campuses worldwide.

### **Conclusion**

HP is working with campuses and universities throughout the world to transform higher education. We are accomplishing this through managed learning solutions that provide better access to information, knowledge, and enhanced IT infrastructures.

HP helps deliver a better teaching and learning environment through personalized portals and real-time access to student data by authorized faculty, administrators, and students. HP solutions help improve accountability by providing fast, easy access to demographics, student data, evaluation data, and compliance/regulatory reporting.

The HP Campus Administrative Solution helps drive efficiencies by providing students with greater productivity, by freeing educators from laborious administrative tasks, and by helping IT staffs run consolidated systems—all of which helps budget-constrained campuses and universities realize a better return on their IT investment, now and in the future.

# Appendix 1: HP software partners for campus administrative solutions

## Key offerings from software vendors

The following HP partners offer the applications required within campus administrative solutions. They may also offer other complementary applications, including the underlying databases, tools, reporting and software management capabilities needed for a complete campus administrative solution. HP works closely with these software partners to deliver a complete solution that includes technology, applications, required accessibility (mobility, security), and support.

### Datatel

Datatel delivers two major suites of ERP solutions: the Colleague suite and the Benefactor Institutional Advancement suite. The Colleague suite is an integrated, enterprise-wide solution that covers all of the software and associated services for student information systems, HR systems, and financial systems.

The Benefactor Institutional Advancement solution is a fundraising system that helps advancement and alumni officers manage the whole fundraising process. It grants them access to useful demographic data, giving histories, and contact patterns. It also helps to manage activities and events and personalize communications to various constituents.

### Oracle (including former PeopleSoft)

Based on Oracle Customer Relationship Management, Oracle's student recruiting solution provides a single, centralized repository for data.

To support growing demand for both e-learning and 24/7 Web-based student services, Oracle Collaboration Suite and Oracle Portal provide collaborative, dynamic systems based on a single source of information.

Oracle E-Business Suite applications are based on the Oracle Database. This provides a flexible account structure, extensive data-collection capabilities, and comprehensive report-writing tools for complex, ever-changing administrative and regulatory requirements. In addition, Oracle Grants and Oracle Projects help to effectively manage the full lifecycle of every sponsored project and to account for all employee, faculty, researcher, and student time charged.

### SAP

SAP offers education-specific software solutions (Campus Management) that can be coupled with its basic ERP applications. It is based on its integration and application platform, NetWeaver. The SAP Campus Management application offers a multitude of student service and administrative functions, including student application and registration processing, student portal, development of individual study plans, and timetables.

### SCT/Sunguard

Software Products and services, such as SCT Banner, SCT Luminis, SCT Matrix, and SCT PowerCAMPUS support the administrative, academic, portal, content management, information access, and integration needs of higher education.

SCT Banner is a full administrative suite based on an Oracle software platform. The SCT Luminis product family consists of an array of portal, content management, and integration software that manages information, interaction, and communication for a range of constituents on a digital campus. SCT Matrix is a student management suite designed to deliver collaborative services, automated communication, and constituent self-service.

## For more information

Contact your local HP sales representative.

To learn more about HP's offering, visit [www.hp.com/higher\\_education](http://www.hp.com/higher_education).

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