



Green Mountain
Higher Education Consortium

RFP Project

Observations and Findings
from the Listening Sessions

June 20, 2016

CAMPUS  WORKS

Summary of Listening Sessions

Champlain College – May 25-27

- 28 sessions were held
- 112 people attended

Saint Michaels College – June 7-9

- 31 sessions were held
- 121 people attended

Middlebury College – June 14-16

- 33 sessions were held
- 248 people attended

Combined Advancement – June 17

- 9 sessions were held
- 30 people attended

Guiding Questions

1. What is working well with our current systems?
2. What issues with your current systems make it difficult to do your job?
3. What capabilities and functionality would you like to have in a new system(s)?

Common Theme Across All 3 Institutions

- ❖ All of the colleges have implemented 3rd party systems to enhance & duplicate functionality
 - ❖ These systems were implemented with very limited integration and bilateral data flows
 - ❖ The lack of integration has resulted in massive amount of manual data entry, manipulation and shadow systems.

Preliminary Observations/Common Themes

- ❖ Effective use and ROI of administrative systems is limited by inadequate user support.
- ❖ IT support is very limited for both system configuration/programming resulting in many features not being activated.
- ❖ Lack of systematic training and support make staff unsure of systems capabilities and effective use.
- ❖ Reliance on vendor consulting for technical support

Preliminary Observations/Common Themes

- ❖ Significant financial expense being put forth to compensate for lack of integration and support.
- ❖ Massive amount of manual data entry, manipulation, shadow systems require high levels of staff time.
- ❖ Reporting often requires manual process and data manipulation.
- ❖ Inability to forecast student, faculty and institutional needs
- ❖ Limits the ability of college leadership to utilize information to make informed decision

Preliminary Observations/Common Themes

- ❖ A tremendous amount of technology purchases being made with very little business case justification, user input or planning
- ❖ Lack of effective IT governance and user input results in purchases of overlapping, redundant or inadequate IT software/applications
- ❖ IT is often not involved in the business process design, improvement before purchases are made
- ❖ Inadequate access for many end users to access the information need to do their job effectively
- ❖ Significant need for business process review and procedural changes

RFP Development Approach

Student & Employee Lifecycle approach:
Present vendors scenarios rather than
functionality checklists

- ❖ Clearly articulated ERP Strategy
- ❖ Strategic business goals and objectives
- ❖ A focus on processes and data flows
- ❖ Consider cross functional department capabilities
- ❖ Look to future needs not just current concerns
- ❖ Allow the vendors the opportunity to showcase their alignment to the organizational needs