



INSTITUTIONAL PROFILE

Post University is a private university in Waterbury, Connecticut. The university offers over 25 undergraduate and graduate programs in day, evening, and on-line courses, and has three satellite centers in Meriden, Danbury, and Wallingford.

PROJECT DESCRIPTION

Post University engaged Strata Information Group (SIG) to assist with the procurement of a new ERP System. The products from Campus Management Corporation were selected by the University. Post then requested help to improve business and workflow processes to better align with the functionality of the CampusNexus® suite of applications.

A series of Business Process Analysis and Redesign workshops were conducted to review current practices and procedures as well as previously identified interactions with student touch-points. The University gave SIG a mandate to integrate student interactions into the University work practices, ensuring that Post's motto, "Post Makes it Personal!" became a reality for each student. Workshops were held with the Student Services, Budget Development and Purchasing teams. After the analysis, SIG helped University staff develop the "ideal" business models which balance technology efficiencies with personal student contact.

BENEFIT / VALUE

- Streamlined one of their processes from 34 tasks to 7
- Developed a high-level action plan and identified accountabilities to guide the transformation of processes for student services
- Identified success factors that were key to implementation and deployment
- Developed KPI's to measure progress towards attaining project goals