WHEATON COLLEGE BACK TO BASICS SOLUTION

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INSTITUTIONAL PROFILE

Established in 1860, Wheaton College offers more than 40 undergraduate degrees in liberal arts and sciences, and 18 graduate degrees in various fields of study. Wheaton enrolls approximately 2,400 undergraduates and 500 graduate students a year. 73% of degree seeking undergraduates are from out of state.

PROJECT BACKGROUND

Leadership at Wheaton College recognized a need to transform and streamline the College's business and administrative processes to meet the College's strategic and operational goals and deliver a better student experience. Over time, Wheaton's ERP system and business processes had become less efficient and misaligned with the institutional needs and priorities.

Wheaton chose SIG's Back to Basics (B2B) solution to help them understand their current state and develop and gain consensus on new and improved end-to-end processes. The SIG B2B framework provides institutions with an actionable plan to:

1. Reduce or eliminate the need for modifications by leveraging existing Banner features, functions and extensibility tools as needed
2. Align organizational processes with industry best practices
3. Utilize automation tools to improve efficiency

Over a two-week period, SIG completed the B2B exercise with Student Services, Student Accounts Receivable, Financial Aid, Finance, and Human Resources/Payroll. This included:

- Reviewed Wheaton's processes against SIG's over 120 best practice process maps
- Identified gaps, challenges, opportunities and "quick wins"
- Prioritized opportunities
- Identified success metrics
- Developed a roadmap that included timelines, resource needs, and budget
- Implementation of "quick wins"
- Executive briefing, final report and documentation

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BENEFIT/VALUE

The B2B process at Wheaton resulted in:

- Streamlined business processes that reduced manual intervention, providing greater agility and sustainability for meeting the changing needs of the College
- Efficient campus workflow through automated processes
- Leveraged Wheaton's technology investment by utilizing delivered Banner functionality to meet the needs of students, faculty, and staff
- Improved staff morale by providing customized training and automating manual processes
- Improved the student experience by allowing staff to redirect their time to focus on complex student needs, being more responsive, and providing better service

> "THE SIG BACK-TO-BASICS PROJECT STREAMLINED HOW WE PACKAGE FINANCIAL AID, LEVERAGING THE BUILT-IN CAPABILITIES OF THE SYSTEM, AND PROVIDING MORE TIMELY AND IMPROVED STUDENT SERVICES. WE RECEIVED CONSIDERABLE VALUE FOR OUR DOLLAR INVESTED."
>
> - WENDY WOODWARD, CHIEF INFORMATION OFFICER

HOW SIG CAN HELP

SIG's Back to Basics engagement can be accomplished in two weeks for most if not all functional areas (Student, Financial Aid, Student AR, HR-Payroll, Finance, and Advancement) for Ellucian® Banner and Colleague. The SIG B2B framework can be used to optimize core business and administrative processes, increase automation, provide greater return on existing technology investment, reduce modifications to the ERP baseline, and reduce complexity if you are considering a shift to the cloud.