INFORMATION CONNECTS
Oracle for Higher Education
ORACLE IS THE INFORMATION COMPANY
From first contact to graduation and beyond, successful higher education institutions are focusing on the best way to communicate with students. There’s a new emphasis on the whole range of events and touch-points that make up the long-term relationship a student has with a college or university. This relationship can be defined as the student life-cycle.

The student life-cycle is the focus of Oracle’s PeopleSoft Enterprise Campus Solutions Release 9.0. PeopleSoft Campus Solutions helps you manage the entire student life-cycle seamlessly—from recruiting to admissions, through student services and alumni relations—in a secure, stable environment. PeopleSoft Campus Solutions integrates and streamlines the infrastructure on which the student life-cycle depends. It lets you do more with less. And it uses scalable technology that can expand to meet your needs in the future.

Throughout the student life-cycle, PeopleSoft Campus Solutions drives efficiency and productivity in all your business processes—so you can focus time and resources on the objectives that define the success of your institution.
“With the PeopleSoft Suite of applications, we can channel our energies towards delivering a world-class education without worrying about the glitches in the technological structure.”

Dr. Mukesh Aghi, CEO, Universitas 21

The Future of the Online Campus

Taking your campus online means more than e-mail, a Web site, and storing information and records. It can also mean bringing more efficiency to every process across the student lifecycle. By sharing information and working together over the internet, students, faculty, administrators, and alumni can find many ways to be more productive.

PeopleSoft Campus Solutions supports the future of the online campus. It removes the barriers to business so that you can better manage relationships with your students—from the earliest recruiting stage to graduation. Connect your people, data, and systems across departments and campuses to improve service and reduce costs. Ensure the security of sensitive and personal information. Empower users to make better decisions using real-time data. To the degree that you can put your business, student, and learning services online—streamlining productivity and optimizing resources — your college or university is better able to fulfill its academic mission and goals.

Flexible, Adaptable, Open

PeopleSoft Campus Solutions helps you manage the key components of the student lifecycle with features and business processes that are easily configurable. You can set things up the way you like, share information with your users, and see measurable efficiency gains and cost reductions. You get the flexibility you need to make the right choices for your own institution—and the adaptability to meet the future with confidence.

PeopleSoft Campus Solutions is a browser-based system that lets users access their information anytime, from any Web browser, anywhere. And it’s an open system, so you can choose the database, operating system, and hardware that serve you best. This means it costs less to maintain, is easier to learn, and more convenient to use—all in a package that can grow with your institution.

Secure, Role-Based Information

With PeopleSoft Campus Solutions, information delivery is role-based, so students, faculty, staff, alumni, and visitors see exactly the information they need. The system automatically identifies roles and relationships to support the full range of your constituents—you do not need to maintain a security profile for each system accessed. Sensitive data is protected to prevent inappropriate access. Your users are more productive because they get content specific to their needs, when they need it.
One-Stop, One-Click Service

Students want to go online, not stand in line. They don’t want to wait to get things done—they want to check their grades or drop a course when it’s convenient for them, even if that’s at 2 a.m. Make it simple for students to interact with your institution. One-stop, 24/7 service is imperative. Faculty and staff have similar expectations. They want access to information when and where they need it, without relying on outside help.

With PeopleSoft Campus Solutions, you can give all your users the online, real-time experience they expect. Everything is designed to get users up and running quickly. Navigation is streamlined for maximum ease of use. Processes flow logically, guided by “wizards.” Pages emphasize 360-degree access, offering comprehensive support for students and faculty—while letting administrators engage more effectively in the student lifecycle. Key information and transactions are just a click away. Because PeopleSoft Campus Solutions provides the most efficient way to complete transactions, you see more-satisfied users and smoother execution of your administrative processes overall.

A Total Solution—from Prospects to Alumni

PeopleSoft Campus Solutions includes PeopleSoft Student Administration Solutions, a full suite of products for managing all your student services and business operations.

PeopleSoft Student Administration Solutions includes products to manage enrollment, recruiting, and admissions; financial aid, budgets, and funding; campus records; and teaching and grading activities. It also provides self-service functionality for all campus users. PeopleSoft Contributor Relations, the second offering within PeopleSoft Campus Solutions, gives you control over every aspect of alumni development and provides tools to help you build relationships with your supporters.

“We consider ourselves to be quite unique in our requirements and the way our courses are structured, and is completely different from the way the American system works. PeopleSoft Solutions provides an excellent framework for a university to work with, and is so flexible that it can be configured to meet a wide range of different requirements, depending on the structure of the institution.”

Dennis Barrington-Light, CamSIS Project Director, Cambridge University
Oracle’s Footprint for Higher Education

![Diagram showing Oracle's footprint for higher education, including relationships, customer interaction channels, analytics, business operations, institutional administration, and infrastructure.](image-url)
Enrollment Services

PeopleSoft Recruiting and Admissions captures details on prospective students to help you better plan, manage, and track your admissions and recruiting activities. Based on predefined criteria, you can automatically evaluate applicants, match a recruiter to a prospective student based on region or interests, and streamline all phases of enrollment. You also have the option of integrating with PeopleSoft Customer Relationship Management for powerful online marketing tools to engage students and prospects.

PeopleSoft Student Records helps reduce the time your staff spends managing records. You can automate catalog and class schedule maintenance, track enrollment and requisite restrictions, build an online class waitlist (with automatic enrollment when a seat opens up), and evaluate the effect of transfer credits. You can also report enrollment, graduation, or demographic statistics.

PeopleSoft Academic Advisement gives students and faculty easy access to academic records. They can analyze degree progress, evaluate transfer credit from other institutions, or tailor an academic program for each student. With such information readily available, advisors can quickly alert students to good news: “Congratulations on making the dean’s list for the fourth semester in a row.” Or bad: “You just dropped a class that you need to graduate.”

Student Financial Services

PeopleSoft Student Financials enables your institution to effectively manage the financial affairs of the student. Using the robust fee setup rules, it provides your institution with the flexibility to setup the fees based on institution academic and fee structure. Examples of the setup include the tuition group, term fees, course fee, waivers, triggers, etc. Once fees are calculated, the downstream processes will be also managed by PeopleSoft Student Financials - Billing, Third party contracts, Process Payment, Refunds, Manage Collections, Posting of financial aid, etc.

In addition, transactions that occur within PeopleSoft Student Financials can be integrated to the General Ledge of your institutions' financials system. The student account provides a complete view of the financials status of a student by allowing him/her to view the fees, payments, and other transactions that are posted to his/her account.
Campus Community

PeopleSoft Campus Community captures all prospect, applicant, student, alumni, and organizational records and stores them in a single repository for easy retrieval. You determine when records are entered or updated. As the communication engine for PeopleSoft Student Administration Solutions, PeopleSoft Campus Community automatically handles jobs such as informing a student of admission status, noting when a student is eligible for financial aid, and prohibiting registration when a student record is on hold.

Gradebook

PeopleSoft Gradebook works with PeopleSoft Student Administration Solutions to help instructors manage their classes and class grades—all online. Instructors can define assignments for each course or class and determine how each activity is graded and weighed. They can record assignment grades and notes about student progress and calculate and report midterm and final grades. Freed from time-consuming, paper-pushing tasks, instructors can spend their time more productively.

Campus Self Service

PeopleSoft Campus Self Service drives efficiency for PeopleSoft Student Administration Solutions and PeopleSoft Contributor Relations Solutions. Designed specifically for higher education organizations, this application pulls content, transactions, and other applications into a pre-integrated, personalized interface for instant links to information. It empowers the person who knows best how to complete the task. You can link students to your online bookstore when they register for a class, or let faculty link to student records to post grades and calculate GPAs. Link recruiters to online travel planners for recruitment trips, and let constituents update their own personal information.

Because no two institutions are alike, you can readily configure PeopleSoft Campus Self Service to support your institution’s unique environment and business processes. You can enable or disable content and transactions across a variety of roles, activate or deactivate defaults, and put the wide range of self-service capabilities to work supporting your own business model. PeopleSoft Campus Self Service extends the functionality of PeopleSoft Campus Solutions for all your users.

Services for Students, Faculty and Advisors

Students can plan and manage their learning experience—from applying for admission and financial aid to enrolling in courses; from monitoring academic progress to paying tuition and fees. Students can also have instant links to admissions and federal financial aid applications.

Instructors can easily manage their classes, schedules, and grades online, and advisors can track the progress of their advisees. Faculty can send e-mail to individual students, selected groups, or entire classes with a single click.

“We do a much better job today of managing the student lifecycle relationship. We have better information. PeopleSoft has allowed us to improve by providing more data on our students. We have more individual interactions with our students and we offer more self-help in order to reduce the number of meetings with counselors. The feedback on the work that we have done has been very positive. It has gotten better every semester since installing PeopleSoft.”

Shawn Bibb, Senior Director of Accounting and Administrative Systems, San Jose State University
A Real-Time Solution: How It Works

Here’s an example of how PeopleSoft Campus Solutions applications work together to bring real-time integration and productivity to every stage of the student lifecycle.

Prospecting and recruiting

A high school senior goes to your Web site and registers as a prospective student. The system authenticates her and directs her to relevant information. As a prospect, she can request information about the campus or apply online.

Recruiting and admissions

Then, PeopleSoft Recruiting and Admissions takes over. She’s assigned a recruiter based on her interests or location, and the recruiter starts communications.

Enrollment

Your institution extends an offer of admission to the applicant. After the student accepts the offer of admission, the system readies her to enroll online. She searches for classes by the time of day and day of the week to create a schedule that accommodates her work schedule, and then checks her student account to see how much she owes in tuition. Her personalized Student Center page shows her financial aid award, which indicates that she needs to make an additional tuition payment. From that page, she can pay the difference with a credit card. With her class schedule set, she can purchase books. It’s all online, all secure. Integrated, easy-to-use systems mean increased student satisfaction.

After the term begins, the student decides she wants to take a self-paced, online course. She chooses a course and links to your learning management system. When students can take courses when they want and where they want, and when faculty can continue teaching a course from on or off campus, your school can compete globally.

Course Progress

The student can go online anytime to get grade and assignment information, thanks to PeopleSoft Gradebook. Her instructors use this application to post assignments and grades, enter detailed notes about what’s expected of students, and calculate midterm and final grades.

Midway through her first semester, the student starts to plan her courses for the next semester. Going online, she can see the prerequisites she must meet before taking a class, as well as what courses she needs to graduate. At midterm, and then at the end of the semester, faculty post grades online. The system automatically posts grades to the student’s record, calculating her GPA and determining whether she is in good academic standing. Her
advisor, with online access to her record, helps her map out her academic career. When the student is close to graduation, PeopleSoft Academic Advisement determines whether she has satisfied graduation requirements. Self-service applications empower students and faculty and decrease administrative time.

Alumni Involvement

Once the student graduates, she can remain connected with your institution in many ways. She’s part of the alumni directory and can update her personal information there. She learns about events of interest, donor programs, and lifelong learning opportunities. She can register for professional development courses, and, at any time, from anywhere, she can go online and check her history of donations or make a payment by credit card. Maintaining strong relationships with students beyond graduation is critical to an institution’s success.

Managing the Student Lifecycle

Throughout the world of higher education, there’s new emphasis on managing the student lifecycle—and the need to do it in a cost-effective way. Most institutions consider themselves to be student-centric—they must attract, retain, and serve students, and then cultivate lifelong relationships beyond graduation. But they also realize that they must significantly improve their processes and services to meet their objectives. The ideal solution will streamline information flow and optimize productivity of resources—improving quality of service while keeping costs down.

The convergence of new, integrated, Web-based technologies and a student-centric focus create opportunities to manage the student lifecycle effectively. Investing in technology to better support your institution’s goals can deliver real and measurable benefits. It all begins with the ease with which information is shared via the Web. With PeopleSoft Campus Solutions, your users can communicate and share information across departments, organizations, systems, and campuses. Use PeopleSoft Student Administration Solutions to connect the various silos of student data within your institution, and let PeopleSoft Contributor Relations Solutions put key information about donors and prospects directly in the hands of your development staff. And finally, let PeopleSoft Campus Self Service provide your users with the information they need, 24/7 —increasing their productivity and the quality of their decision-making.

PeopleSoft Campus Solutions provides superior integration of the diverse systems within your institution, while maintaining the security and stability of your environment. Integration makes using the system easier for all users—they won’t need to learn to work in many different environments. Day-to-day activities are easier for everyone, from students to IT staff to administrators. Through every phase of the student lifecycle, PeopleSoft Campus Solutions offers the functionality to help you achieve the objectives of your institution. Through recruiting and admissions, you can enhance the quality and diversity of applicants and first-year students. Through student services, you can improve student retention and graduation rates, and create a more positive experience for students.
Fusion Intelligence for PeopleSoft Enterprise gives you the power to extend your existing investments in PeopleSoft Enterprise Performance Management (EPM) while putting you on the path to next generation technologies. By leveraging the robust dashboarding and ad-hoc reporting capabilities provided by Oracle’s market-leading BI platform, Oracle Business Intelligence Enterprise Edition, you benefit from a complete, end-to-end, integrated business intelligence and reporting solution.
Pervasive Insight for More Effective Actions, Decisions, and Processes

Educational institutions today are faced with pressures to continually increase efficiencies while meeting the challenges of declining funding. Rising education costs, increasing global competition for students, faculty and staff, and heightened regulatory requirements are driving the need for insight and analysis of the student population and the core business of education.

Oracle helps educational institutions meet these challenges through the analytic capabilities of PeopleSoft’s Performance Management Warehouse and Campus Solutions Warehouse products. Campus Solutions Warehouse comprises four data marts: Admissions and Recruiting Mart, Student Records Mart, Student Financials Mart, and Campus Community Mart. Detailed student, faculty and course information is captured in these data marts and enables flexible analysis of trends and effectiveness in recruiting, admissions, retention and development of students. The insight from these analyses can help make the right strategic decisions to maximize student recruiting efforts, shorten time-to-graduation, improve retention rates, identify successful and unsuccessful courses and programs, improve faculty workloads, and more tightly manage and track tuition awards and payments.

To facilitate this analysis process, Oracle delivers an interactive dashboarding solution called Fusion Campus Solutions Intelligence for PeopleSoft Enterprise. This solution is built using the Oracle Business Intelligence Enterprise Edition platform technology, and is pre-integrated with the Campus Solutions Warehouse as well as with the Financials, HCM and CRM Warehouses. Given the integration with the Campus Solutions Warehouse, Fusion Campus Solutions Intelligence enables you to:

- Understand student application, matriculation, retention and graduation trends
- Assess the effectiveness of recruiting centers
- Analyze course enrollment trends and the effectiveness of course and degree program offerings
- Examine financial aid award disbursement trends
- Gain visibility into the financial transactions with students to better understand the source and application of tuition and other funds
- Analyze historical and current data, drilling from summary analyses to detailed reports and then finally back to the transactional system -- closing the loop to leverage insights from analysis into immediate actions

Key Benefits

Role Based Insights
Access to dashboard pages is associated with user roles to provide intelligence and information that are secured and relevant to the job functions of individuals

Configurable Guided Analysis
Pre-defined hierarchies enable drilling from summary analysis to increasing levels of detail; reports can be linked together to guide users through a series of logical steps on a path of discovery

Tight Integration
Delivered integration with PeopleSoft Enterprise Campus Solutions and Campus Solutions Warehouse for optimal user experience

Lower Total Cost of Ownership (TCO) & Rapid Deployment
Pre-built data extractions, transformations, security, and presentation layer maximize your previous PeopleSoft investments in the shortest time at the lowest cost

Extensibility & Scalability
Market leading BI technologies for superior configurability and flexibility across PeopleSoft and third-party data sources
Configurable Guided Analysis

Fusion Campus Solutions Intelligence for PeopleSoft Enterprise is designed to empower users in Higher Education Institutions with the information and intelligence necessary to gain valuable insight and facilitate decision making.

Pre-defined logical hierarchies in the metadata layer enable users to drill from summary analysis to increasing levels of detail within a given report. In addition, different reports can be linked together easily to serve as guided analysis, leading users through a series of logical steps on a path of discovery. These capabilities can greatly assist with root-cause discovery and facilitate timely corrective actions.

Figure 1: Fusion Campus Solutions Intelligence Overview Page
The pre-defined Student Administration Dashboard can be configured easily to follow institutional best practices, thereby propagating a common methodology throughout the institution and across multiple campuses.

**Tight Integration with Transactional Applications**

Fusion Campus Solutions Intelligence for PeopleSoft Enterprise is pre-integrated with the PeopleSoft EPM Warehouses including Campus Solutions Warehouse, HEM Warehouse, Financials Warehouse and CRM Warehouse through a pre-defined metadata layer. This metadata layer serves as the foundation for the dashboard as well as ad-hoc analysis, and has three main components:

- The physical model references the physical table objects and relationships delivered in all three data marts of Campus Solutions Warehouse

- The business model defines how the physical tables are analyzed in order to support business rules and hierarchy drills. For example, a logical hierarchy is defined in the business model to support the drill path from Institution to Academic Career, Academic Program, Academic Plan and Academic Subplan. Derived metrics can also be defined through calculations using the basic measures provided out of the box

- The presentation subject areas expose the business model definitions to the end user for ad-hoc analysis. Security access can be defined for subject areas by user roles to help manage and secure appropriate viewing of any sensitive data

Fusion Campus Solutions Intelligence for PeopleSoft Enterprise also provides seamless interaction with the PeopleSoft Enterprise transactional systems. For instance, a hyperlink is provided on the Applicant Status Details report to drill from the dashboard directly back to the Application Maintenance component in the Enterprise Campus Solutions system.

This drill-back enables a recruiter or an admissions director to take the insight derived from the dashboard analysis to drive immediate action to help an applicant resolve any pending issues in the application process, thus reducing cycle time and improving matriculation rates.
Higher education institutions face tremendous budgetary and regulatory pressures, stiff competition for students and resources, and increased demands to provide quality services. Innovative technology solutions are more important than ever to institutions seeking to operate efficiently, simplify business processes, and drive down administrative costs.

Colleges and universities have many constituents—students, alumni, donors, faculty, and staff. The roles these constituents play are extremely fluid over the lifecycle of the relationship, making it difficult to ensure that each person is getting access to the right information at the right time. Recruiting, developing, and retaining qualified faculty and staff are other high priorities.

These challenges add up to complexity—complexity your human resources management system (HRMS) needs to manage, track, report, and document for compliance and workforce development. Oracle’s PeopleSoft Enterprise Human Capital Management (HCM) and the current releases of specific product modules within this family have valuable enhancements and powerful self-service capabilities that directly address the concerns of higher education institutions.
Manage Multiple Roles

The higher education workforce is evolving to include more consultants, contractors, and part-time employees than ever before. Additionally, the “student” and “employee” roles are fluid and have unique characteristics not duplicated in the private sector, making human resources (HR) management a complex task. For example, in addition to their primary roles, students can be instructors and serve as administrators. An instructor can become a student, and a staff member can become a part-time instructor. All of these individuals can also function as researchers in addition to fulfilling their primary role in the institution—often with differing pay scales and reporting requirements. Therefore, the student administration and HRMS solutions in an institution need to share information for optimal workforce management.

Introducing the Person Model

Oracle’s PeopleSoft Campus Solutions products for higher education comprise mature, best-of-breed student administration and development (contributor relations) applications. PeopleSoft HCM and PeopleSoft Campus Solutions applications share people-related data elements and important payroll processes. However, PeopleSoft Campus Solutions applications are based on an innovative design that allowed Oracle to deliver them as a separate, unique component, starting with the PeopleSoft HCM 8.9 release. As part of the componentization, a central repository of biographic and demographic information about people—called the person model—is being introduced. The new person model supports the storing and tracking of all person types, including contingent workers and persons of interest, within one centralized repository. This lets you manage and report on all types of workers, from hourly to salaried, from seasonal to permanent.

Additionally, PeopleSoft Human Resources delivers enhanced support for onboarding a contingent workforce with automation that reduces processing time, manual data entry, and errors. For example, if a job within PeopleSoft Talent Acquisition Manager is designated as contingent, the information for the selected candidate will be available within core human resources (HR) applications as a contingent worker’s information.
Enhance Recruiting

Hiring the best and brightest faculty, staff, and researchers ensures institutional excellence. PeopleSoft Talent Acquisition Manager enables a collaborative environment for recruiters, hiring officers or selection committees, and candidates. With PeopleSoft Talent Acquisition Manager, recruiters and managers can post jobs, set up assessment criteria, and automatically rank candidates for best fit. Everyone who is involved in the recruitment process gains visibility into the candidate pipeline.

Easily Onboard Contingent Workers

And because all of PeopleSoft HCM leverages the person model, you can conduct recruiting activities for full-time or contractor candidates using a common skills and competencies database. By looking at permanent and contingent faculty and staff through the same lens, your managers can make smarter decisions about filling open positions. If they choose to hire contingent workers, they can create a requisition in PeopleSoft Talent Acquisition Manager and have it sent automatically to Oracle’s PeopleSoft Enterprise Services Procurement. Hiring contingent faculty and staff members is now a faster process, because their information is already in the system.

Optimize Workforce Requirements

How can you quantify and manage the contributions—and costs—of a diverse labor pool? Accurate reporting on your contingent and part-time workers and research staff is critical to properly allocating space, maintaining network security, and analyzing your global head count. Because information about contingent workers and researchers resides alongside information about full-time employees in PeopleSoft HCM applications, you can more easily perform combined reporting on your workforce. This consolidated reporting addresses a key accounting issue: The costs of a contingent workforce are frequently accounted for in Finance, not HR, resulting in distorted head-count, productivity, burdened-rate, and turnover numbers.

Without the architecture and functionality of PeopleSoft HCM, your institution may lack visibility into its entire workforce and be unable to track its spending across full-time and contingent workers and researchers. PeopleSoft HCM also helps your staff avoid errors and time-consuming manual data reconciliation. Your administrators will be able to quickly access accurate information for immediate visibility and improved resource and budget planning.
Systematically Reward and Develop Talent

Retaining and rewarding valued faculty and staff can translate into significant improvement in student satisfaction and faculty retention. PeopleSoft ePerformance helps link individual and departmental goals to higher-level goals. By delivering rules-based security and linking to the core PeopleSoft HR application, PeopleSoft ePerformance lets you communicate the right goals to the right groups of people at the right time.

With 360-degree feedback functionality, you can get a complete picture of the performance of your workforce—and your employees can get the feedback they need in order to achieve their goals, excel at their jobs, and boost your bottom line. PeopleSoft ePerformance delivers multisource functionality to allow multirater and 360-degree feedback in performance reviews. It enables your employees to work collaboratively with managers in setting performance goals, establishing review criteria, and selecting review participants.

PeopleSoft ePerformance lets you:

- Link goals to drive alignment among missions, initiatives, and departmental or individual goals
- Support unique sets of business rules and approval processes for different organizations within your institute
- Tailor the application for any workforce group, region, or individual
- Construct high-quality feedback for employees more frequently, while simultaneously reducing the risk associated with nonstandardized assessments
- Utilize workflow to keep all interested parties up-to-date throughout the performance cycle
Drive Workforce Performance

While rewarding talent is key to staff retention, leading higher education institutions are also focusing on developing their staff members as they seek to drive business performance through an integrated talent management strategy. However, the need for enterprise learning has extended beyond staff development. Higher education institutions also need to cultivate a stronger, more productive workforce. To do so, higher education institutions need to deliver targeted, personalized learning to staff, faculty, suppliers, and partners—giving them the skills and knowledge to drive business performance. This is especially true as higher education institutions undergo change management and business process reengineering in the global education community. PeopleSoft Learning Management provides you with the tools to achieve that goal—and reduce the cost of training administration in the process.

PeopleSoft Learning Management is a stand-alone, internet-based solution that automatically recommends intelligent learning to people, based on business goals and events. It enables you to reduce learning costs and improve productivity by optimizing your learning process and embedding learning into all your critical business processes.

PeopleSoft Learning Management lets you

- Take advantage of the flexibility to create catalogs of courses, and drive training by job code or events
- Cut learning costs and measurably improve productivity by automating the advertisement, registration, delivery, tracking, and reporting of all training throughout your organization
- Maximize limited budgets and expand your audience using multiple learning channels, including Web-based seminars
- Mitigate risk and increase regulatory compliance by creating curricula that train for and help maintain required skills for regulated workers
Build Curriculum and Facilitate Certifications

Certification and compliance are major concerns for higher education institutions. PeopleSoft Learning Management enables users to present a program of learning that guides them through one or more sections of catalog items. In building a curriculum or certification program, training administrators can

- Specify which items are required and which are optional
- Determine, if necessary, the order in which learners must complete the items
- Decide whether to permit historical items and waivers for items
- Use sections to organize activities into logical phases

In addition, certification programs can enforce time periods for completion and re-certification and can automate re-certification reminders.

Optimize Processes and Improve Service to the Campus Community

Optimizing administrative processes allows you to redirect resources to the critical business of providing quality services to the campus community, deriving more value from your HCM implementation. Employee and manager self-service capabilities are a powerful driver for newfound efficiencies. These online transactions connect all your constituents to delivered business processes, automate common administrative tasks, help you leverage industry best practices, and eliminate paperwork bottlenecks with automatic approval routing.

PeopleSoft HCM

It is no surprise that more than 900 higher education institutions worldwide have chosen Oracle HCM applications. Innovative technology solutions such as Oracle’s PeopleSoft Enterprise Human Capital Management Campus Solutions directly address the special needs of higher education institutions. Use them to manage the complexity of your unique HR needs, improve administrative efficiency, and achieve operational excellence.
When people are the cornerstone of your business, making the right strategic decisions about staffing, hiring, and workforce deployment is critical to your competitive advantage. Yet, making the right decisions requires more than just operational data; you need to view patterns and trends in order to truly maximize your workforce. Are your managers, executives, and human resource personnel getting the detailed analytics and reports they need to make decisions that improve both employee and bottom-line performance?
When people are the cornerstone of your business, making the right strategic decisions about staffing, hiring, and workforce deployment is critical to your competitive advantage. Yet, making the right decisions requires more than just operational data; you need to view patterns and trends in order to truly maximize your workforce. Are your managers, executives, and human resource personnel getting the detailed analytics and reports they need to make decisions that improve both employee and bottom-line performance?

Oracle’s PeopleSoft Human Capital Management (HCM) Warehouse (formerly PeopleSoft HRMS Warehouse) captures detailed workforce-related information into a single environment, and combines it with complex analysis of your recruiting, compensation, benefits, and training initiatives. With this level of insight, you can make the right strategic decisions to maximize your workforce and improve HR performance.

PeopleSoft HCM Warehouse enables you to:

- Monitor performance using pre-packaged, business-relevant measures, complex derived metrics, and analysis and reporting templates tailored to individual roles, functions, and industries
- Run operational reports and conduct ad-hoc queries with leading business intelligence (BI) tools
- Analyze historical and current data, drill down from summary analytics to detailed reports, and perform trending via time-series analysis
- Implement closed-loop communication of critical information to your operational system
- Integrate with PeopleSoft Enterprise, JD Edwards EnterpriseOne, and JD Edwards World applications
- Integrate with Oracle BI technology as well as 3rd-party BI vendors
- Increase employee retention.
- Maximize workforce skills and competencies.
- Monitor performance and assess trends.
A Powerful Foundation for Workforce Decisions

PeopleSoft HCM Warehouse provides a powerful foundation for making better, more strategic decisions about your workforce. PeopleSoft HCM Warehouse offers the following content-specific data marts that can be deployed together for a complete, integrated analytic platform or deployed modularly to meet your specific business and budgetary requirements. You can also expand on this foundation by adding additional PeopleSoft Enterprise Workforce Analytics applications including Workforce Planning, Workforce Rewards, and Workforce Scorecard.

PeopleSoft Learning and Development Mart

PeopleSoft Learning and Development Mart captures information about your workforce skills and competencies, training programs, and performance to help you assess the effectiveness of your learning and development initiatives, determine whether you have the right skills in the right place, gauge whether your training programs are positively impacting performance, and identify your strongest workers to encourage professional growth.

Current snapshots of competency and accomplishment allow you to efficiently review employees' current as well as historical competencies and skill sets.

PeopleSoft Recruiting Mart

PeopleSoft Recruiting Mart gives you deeper insight into your recruiting process so you always hire the best candidate. Determine whether you are filling positions in a timely manner, assess recruiting methods to gauge effectiveness, and appraise candidate sources to pinpoint your best talent resources.

PeopleSoft Workforce Profile Mart

PeopleSoft Workforce Profile Mart turns workforce data into actionable intelligence. Analytics and reporting allow you to determine where you are over- or understaffed, examine workforce churn across various business units to identify weak links, and assess injury or illness levels on a per location basis to minimize health risks to your workers. Using the Workforce data mart, you can proactively address grievances that have been filed by employees and monitor disciplinary actions and steps undertaken by employees.
Flexible Information Access

With EPM 9.0, PeopleSoft HCM Warehouse delivers packaged reports for Oracle BI Standard Edition (Discoverer) and a security bridge to Oracle BI Enterprise Edition along with role-based dashboard templates. These two BI offerings greatly enhance PeopleSoft HCM Warehouse as an end-to-end analytic solution and reduce total cost of ownership. PeopleSoft HCM Warehouse also supports third party BI tools, including those from Cognos, MicroStrategy, and Business Objects.

With flexible information access tools and PeopleSoft HCM Warehouse, knowledge workers, business analysts, and managers can perform sophisticated business analysis with ad-hoc querying and reporting, personalized scorecards and dashboards, multidimensional analysis and exploration, and formatted production-style reports.

Single, Analytics Framework

PeopleSoft HCM Warehouse is built on Oracle’s PeopleSoft EPM Foundation, a single analytics framework that provides IT organizations with one platform and toolset from which to manage and support the warehouse. PeopleSoft EPM Foundation includes leading extract, transform, and load (ETL) tools, powerful metadata management tools, multi-currency and multi-language support, and built-in security features that enable unparalleled flexibility, openness, and modularity.

About PeopleSoft Enterprise Performance Management

PeopleSoft HCM Warehouse is part of Oracle’s PeopleSoft Enterprise Performance Management (EPM) suite, an integrated suite of analytic applications that enables organizations to drive world-class performance by aligning the right information and resources to strategic objectives. PeopleSoft EPM helps managers formulate strategies for profitable growth, align strategies with operational plans, actively monitor day-to-day operations, and collaborate across the enterprise.

Predefined Facts and Dimensions

PeopleSoft HCM Warehouse includes four data marts that deliver more than 250 predefined facts and dimensions.
Are you attracting and recruiting the right prospective students? Are you maximizing fundraising efforts? Do you have strategies and programs in place to engage and serve your entire community of students, parents, faculty, alumni, and neighbors? Do you view your relationships with students as short term, or are you building lifelong connections?

**Oracle’s PeopleSoft Enterprise CRM** for Higher Education combines student relationship and integrated service management in a solution that makes it possible for you to achieve your enrollment goals and deliver consistent, superior service to your academic, administrative, and external constituents. It improves operational efficiencies and maximizes every dollar spent. Most importantly, PeopleSoft CRM for Higher Education provides you with the information, insight, and tools that will help you foster loyalty and develop lifelong relationships with your students.
Maximize Interaction

PeopleSoft CRM for Higher Education helps you achieve your recruiting, retention, and fund-raising goals with a solution that addresses the entire student lifecycle. We help you identify and reach out to prospects, students, and alumni and to capitalize on your interactions with each of these audiences. Because the solution is integrated with Oracle’s PeopleSoft Enterprise Student Administration, you can leverage the suspect, prospect, and applicant data already contained in Student Administration—for example, admission test scores—for recruiting initiatives. Then, you can capture responses to outreach interactions such as e-mail and Web-based surveys and pass the data back to Student Administration for application processing.

Personalize Your Communications

PeopleSoft enables you to develop in-depth profiles that contain relevant demographic, preference, and behavior data. You can use these profiles to segment and deliver personalized, ongoing communications with every one of your constituencies. For example, you can use profile information to identify and target the most qualified applicants, at-risk students, and potential contributors. Then, you can create personalized approaches to achieving your desired goals with each audience. Our comprehensive solution lets you develop relationships with your constituents through relevant, interactive dialogs that play out over time, rather than one-way blasts of information with limited opportunity for response. We enable you to leverage the most cost-effective and appropriate communication methods, including e-mail, Web, chat, direct mail, or the phone.

Gain Insight into Performance

When you have completed specific initiatives, you can use our comprehensive analytics solution, which provides you with insight into your performance. With analytics, you can evaluate the effectiveness of programs, target lists, channels, and messages based on user-defined metrics.

Student Lifecycle Marketing

Attract New Students

You can use Oracle’s PeopleSoft CRM for Higher Education throughout a student’s lifecycle, beginning with proactive programs to attract new students. During that crucial early period in the recruitment process—when students are putting together their college wish lists—it’s important to keep your institution’s name and image foremost in their minds.

With this solution’s robust segmentation and personalized content, you can meet the challenge. We make it possible for you to design and execute multiwave initiatives that communicate the right messages to prospective students, based on their demographic, geographic, and academic profiles. You can also use this information to do proactive, personalized follow-up that establishes a relationship before a student even enrolls.
Exceed the Service Expectations of Your Constituents

By their very definition, higher-education institutions are “student-centric” organizations that encompass a wide range of student outreach and counseling activities, such as admissions, academic advising, financial aid, job placement, and more. From the institution’s point of view, these activities support three important goals: student retention, maximizing student performance, and cultivating loyalty. As such, it is essential that each interaction be a success in students’ eyes.

As important as this is, it’s just one component of a comprehensive strategy to build successful lifetime student relationships. Institutions must also take into account a number of other constituents, including parents, faculty, staff, alumni, sponsors, and the surrounding community. Even though their needs are diverse, each of these groups requires the same consistent, high-quality, positive experience.

Increase Constituent Satisfaction

PeopleSoft CRM for Higher Education contains a number of features that ensure successful interactions that will help you reach your service goals. Our integrated service management solution combines support, field service, self-service, and help desk capabilities across multiple methods of communication. Because it operates across a single platform, information is shared and business processes are automated throughout the institution.

As a result, every interaction with every constituent is consistent, no matter where it takes place—including campus offices and support centers, and via self-service vehicles such as the Web. When contacted, service staff members have instant access to a true 360-degree view of each constituent relationship that encompasses interactions, transactions, correspondence, and tasks. Armed with this information, they’re able to deliver targeted, personalized service based on individual profiles, needs, and preferences.

Improve Staff Effectiveness

For faculty and staff, our service management solution is designed to streamline operations while improving their effectiveness at their jobs. Features such as fully automated and consolidated IT and human resources help desk capabilities make it easier to manage internal support and service requests. Web-based self-service capabilities, available through our comprehensive portal solution, make life easier by automating a variety of administrative tasks that were previously offline, inconvenient, and time-consuming. This combination of features and functionality not only raises satisfaction but also improves productivity and lowers costs. Your institutional systems provide the same levels of consistency, ease of use, and convenience as those in the private sector—which is what your internal and external constituents have come to expect.

Student Lifecycle Marketing

Connect with Alumni

Once a student graduates, PeopleSoft CRM for Higher Education helps you promote alumni programs that can generate contributions, gifting, and endowments. We can help raise visibility of specific financial and volunteer opportunities, based on alumni profile information, and help you target the right alumni for the right opportunity. You can promote your continuing education programs by identifying those who are likely to have high levels of interest in specialty, evening, and weekend courses. At a time when there is heavy competition for alumni dollars and involvement, your ability to keep former students informed and engaged will be enhanced.
Improve Operational Efficiencies and Maximize Budgets

In an unpredictable economy, tuition levels and contributions from alumni and corporate sponsors decline, budgets are either cut or remain static, and the pressure is on to remain financially profitable. It’s far from an ideal situation in the best of times, but when institutions are also faced with the need to expand their outreach and services to students and other constituents, doing more with less can seem impossible.

One of the greatest challenges to overcome is operational inefficiency. Today’s institutional environments are built on manually intensive, inefficient, and disconnected business processes. Left as is, this situation makes it impossible to create the kind of connected, lifecycle approach that fosters lifelong relationships with students.

For faculty and staff, the manual nature of many administrative activities can lead to an inordinate amount of time and effort required to locate information or to accomplish routine tasks. Eliminating these obstacles through more efficient administration improves productivity, cuts costs, and frees faculty to concentrate on activities, such as research, that improve the stature and reputation of the institution.

Using PeopleSoft CRM for Higher Education is the way to balance the seemingly conflicting goals of increased services at lower costs. We make your operations more efficient and productive through a configurable enterprise solution that automates end-to-end business processes, provides access to critical data, and allows you to leverage that data across the institution.

Oracle’s PeopleSoft CRM solution feature industry-specific functionality and a configurable and extensible framework—which lead to easier integrations,

Automating and Integrating Constituent Support

With Oracle’s PeopleSoft CRM integrated support, help desk, and field service management solutions, colleges and universities can extend and improve support to students, parents, alumni, staff, faculty, and the community. They can:

- Increase staff and faculty productivity through automated processes that include branch scripting, skills-based routing, and automatic notification and escalation
- Deliver more relevant and effective solutions, decrease service times, and increase first contact resolution rates through troubleshooting guides and a central knowledge base
- Provide convenient and consistent service with integrated, multiple methods of communications, including e-mail, chat, phone, and fax
- Improve on-campus field service operations and quality through comprehensive service order management and efficient delivery
- Monitor service delivery and constituent satisfaction through access to real-time analysis, reports, and key performance indicators

“Budgetary shortfalls and competitive pressures are changing the way higher education works to attract, retain, and serve students. PeopleSoft’s new CRM solution for higher education promises to help institutions successfully manage these pressures by building stronger relationships with prospects, students, parents, alumni, and sponsors.”

Peter Stokes, Executive Vice President, Eduventures Student Lifecycle Marketing
quicker implementations, fewer customizations, and reduced maintenance and training. As a result, you enjoy a lower cost of ownership.

We help you further cut costs by making it possible to provide services to students, faculty, staff, and alumni through the most cost-effective methods—including e-mail, Web, chat, mail, or the phone. Based on their needs, our self-service portal can put a number of tools in the hands of your constituents, such as answers to common questions, status of specific requests, and access to on-campus information. As the cost of providing service drops, the productivity of your service staff rises.

When programs are in place, our real-time analytics help you measure your success in achieving institutional goals. By tracking key metrics, such as cost per applicant, prospect-to-applicant yields, retention rates, and response rates to fund-raising efforts, we create actionable insight. You’re able to spot success or failure early and make midcourse corrections when necessary.

**Build Lifelong Relationships**

Oracle’s PeopleSoft Enterprise CRM for Higher Education enables institutions of higher learning to maximize their budgets while developing successful high-value, lifelong student relationships. At the same time, we enable you to deliver superior service to your academic, administrative, and external constituents. When even a modest increase in student recruitment, retention, and alumni giving can reap significant financial results, it’s an investment that’s worth making.

"PeopleSoft CRM enables us to open a dialog and continuously engage students - and make the relationships we have with our students positive."

**Audrey Bledsoe, Manager CRM and Knowledge Management Technologies**

**Getting Return on Your Investment**

When you implement Oracle’s PeopleSoft Enterprise CRM for Higher Education, you gain access to a number of tools that improve your operational efficiencies and lower your costs. Our solution is designed to streamline your efforts and improve results across all your recruitment, retention, and fund-raising activities, including:

- Higher “brand” awareness with prospective students
- Higher response rates to outreach initiatives
- Higher application and enrollment rates
- Higher tuition and contribution revenues
- Lower recruiting and fund-raising costs
- Quicker close on gifts and contributions
- Better program targeting and rollout
- Increased student satisfaction levels
- Higher student retention rates
INFORMATION ADDS UP

Institution Financials
Visibility – Deliver Better Business Information

Create a Unified View of Financial Data

PeopleSoft Financial Management applications eliminate information silos, creating a consolidated view of financial data. With one consistent version of your institute’s financial position across complex organizational boundaries, you can more easily monitor institute-wide performance, adapt to changing business requirements, and shift resources to where they are needed the most.

With real-time access to financial data that is centralized and automatically reconciled between sources, you can generate accurate reports for more-thoughtful analysis, conduct ad-hoc inquiries that yield actionable results, create accurate forecasts for greater accountability, and drill down into details that expose both problems and opportunities. With PeopleSoft, you make faster, more-informed decisions that boost bottom- and top-line performance.

Monitor Performance from the Desktop

To make sure you stay on track, reports, business analytics, and key performance indicators (KPIs) help you assess performance. KPIs constantly compare actual performance against the target parameters that you define.

Align Information and Resources with Strategic Objectives

Using real-time business intelligence, sophisticated workflow, and linked plans and budgets, you can execute on changes to strategies immediately. With insight into institute-wide costs and resource requirements, you can perform what-if scenario modeling to forecast the impact of plans on resources, revenue, and profitability. and inventory without depending on error-prone manual processes that involve ancillary spreadsheets

Control Spend

PeopleSoft Financial Management solutions also include features that monitor spend against predetermined budgets. For example, several PeopleSoft applications use Commitment Control, a feature that monitors spending commitments and expenses by checking cumulative expenditures against authorized budgets. Organizations can increase expenditure limits automatically in relationship to budgeted, recognized, or collected revenue. Users can also view open encumbrance balances and purchase orders to facilitate period-end and year-end processing.
Efficiency – Improve Business Processes and Drive Down Costs

To optimize the use of working capital, you need to ensure the most effective and efficient use of your limited resources and streamline your operations to reduce expenses and determine the most advantageous use of cash.

- Eliminate Discrepancies with a Single Source of Truth
- Improve Results with Automated and Self-Service Business Processes
- Integrate Critical Business Functions Along the Financial Value Chain

Optimize the Use of Cash

PeopleSoft Financial Management applications also help you take advantage of opportunities to maximize the use of working capital. For example, when it comes to your payables operation, flexibility and responsiveness is crucial. PeopleSoft Payables streamlines your accounts payable operations and enhances supplier relationships by ensuring rapid and accurate payments. With automated discount calculations and prepayment support, you also ensure effective and efficient cash management. You can take maximum advantage of discounts, while still paying suppliers on their individual terms. And you can manage your cash more effectively by considering any number of variables—including due date, discount offered, and amount of cash on hand—before authorizing payment.
An Integrated Family of Financial Management Applications

Oracle’s PeopleSoft Enterprise Financial Management family of applications automates and streamlines all your financial business processes—to improve visibility, enforce control, and increase operational efficiency.

Products for Financial Business Processes:

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Oracle’s PeopleSoft Enterprise Grants solution helps you make the most of your resources so that you can focus your efforts on growing your portfolio of federal grant awards, increase operational efficiencies, adhere to regulatory requirements, and drive fiscal accountability throughout your organization. It’s possible with advanced technology which manages the complete lifecycle of your funded research and projects.
With PeopleSoft Grants, you can truly maximize your limited resources. Built on best-practice business processes for grant administration, the solution guides users through the full range of pre- and post-award processing to boost productivity, facilitate precision processing, and ensure compliance.

Templates and defaults automate key functions while workflow capabilities streamline administrative activities and automate approvals. Yet the solution also offers built-in flexibility so that you can meet the specific needs of your sponsors, as well as those of your institution or agency:

- Generate proposals quickly and efficiently
- Manage complex grant proposals that include complex relational structures, varying sites and rates, and multiple budgets
- Generate standard grant applications and cost reports by using Oracle’s XML publisher tool
- Automatically create the required elements for award management from your proposal data using the generate process that sets up budget data, revenue and billing requirements, and more
- Set up configurable workflow templates to automate the business process of submitting, reviewing and approving Grant Protocols and Grant Proposals, and facilitate efficient communication between the different project roles through all aspects of the Protocol/Proposal lifecycle
- Capture required protocol elements for animal and human testing and manage the protocol review and approval process using delivered automated workflow
- View online approval and status history
- Track and monitor your projects from a role-based portal
- Specify prepaid/advance setup data at the Contracts business unit level, such as prepaid tax timing and billing plan template data, to automatically populate

- Seamlessly manage pre- and post-award processes
- Streamline administrative tasks
- Comply with sponsor and institutional requirements
Oracle’s User Productivity Kit is a complete and collaborative content development platform that allows colleges and universities to drive user productivity and mitigate risk throughout all phases of the software ownership lifecycle. With UPK you can maximize the return on your Oracle investment and mitigate the risk associated with change management, compliance, and a talent shortage. You will be able to manage knowledge on a global, multi-location basis.
Develop Content to Suit Your Training Needs

The Oracle User Productivity Kit delivers:

- System Transaction documentation for fit-gap analysis – providing time and cost savings that jump-start your implementation or upgrade
- User Acceptance test scripts to help test its applications prior to go-live
- State-of-the-art instructional design tools to rapidly build and tailor documentation, instructor-led training materials, and web-based training to fit organizational needs
- Live-application performance support with transactional and instructional information to maximize user efficiency

Realize Benefits More Quickly with the User Productivity Kit

The User Productivity Kit, is a unique, synchronized, customizable solution that helps your organization quickly create the critical documentation, training, and support materials your organization needs to drive project team and user productivity throughout the lifecycle of your software.

Your project teams are vital to the success of an implementation or upgrade. The User Productivity Kit helps them reduce the time and cost of application deployments. With the User Productivity Kit, your organization can rapidly conduct fit gap-analysis to document the differences between present and future system processes, ultimately providing positive project team experience, and cost savings over traditional time-consuming documentation and analysis.

Projects teams can also create test scripts to help test their applications and the User Productivity Kit Developer can modify test scripts to match an organization’s unique system usage.

Your end users play a key role in increasing the value of your enterprise applications. With the right set of skills, this group can have the confidence, knowledge, and competency necessary to achieve long-term success.

Properly trained users require less support and learn new tasks up to four times faster than untrained users. Too often, effective training and support is hampered by the challenge inherent in creating and synchronizing documentation and training materials across multiple teams, locations, and project phases. The User Productivity Kit helps you overcome these obstacles by:

- Leveraging training, support documentation, and delivery across the entire enterprise
- Providing sophisticated content that can be modified and deployed without IT expertise
- Offering multiple deployment options that are suited to varied organizational infrastructures
- Increasing user acceptance, decreasing support costs, and enhancing productivity
One Synchronized Content Platform

The User Productivity Kit extends these benefits across all Oracle applications because it’s built on a single, synchronized platform. The repository contains pre-designed content for training and support, multiple classroom-based and web-based delivery mechanisms, and a developer tool to customize content. With your training materials in one place, you can deliver a broad range of user education and support materials more efficiently and effectively. All materials can be easily translated into a variety of languages, including English, French, German, Spanish, Brazilian Portuguese, Italian, Swedish, Japanese, Dutch, and Danish, eliminating the geographic barriers that can often hinder global training and support endeavors.

System Transaction Documentation

The User Productivity Kit documentation provides a step-by-step record of the instructions and actions that underpin your new applications. This information can accelerate system design by providing your implementation or upgrade team with blueprints of existing transaction steps, underlying concepts, roles, and responsibilities. While updating system transaction documentation during the early stages of your project, you can simultaneously update your training materials and online performance support.

Test Scripts

With the User Productivity Kit, you can drastically reduce the time spent creating test scripts. Application processes can be recorded in a matter of minutes and used to test applications and customizations. While creating or modifying test scripts, you’re simultaneously creating the simulations and activities for your users.

Training

Classroom Training
The User Productivity Kit provides you with comprehensive materials to create a highly effective classroom-based education program. All materials are instructionally sound and created by using proven training techniques developed by subject matter experts. This easy-to-use content makes it possible to complete your documentation in as little as 30 minutes. And your training guides can be quickly and easily modified to reflect any changes to your system.

“With the Oracle User Productivity Kit, we dramatically increased training efficiency, reduced costs, and rolled out effective end-user training in record time. This played a major role in the implementation's success.”

Peter Murray, Vice President and Chief Information Officer, University of Maryland, Baltimore
Web-Based Training

For organizations that have dispersed users and limited travel budgets, web-based training may prove to be more time and cost-effective. Users can access consistent materials when and where they need them. So you save money and time with a solution that fits your scheduling and budget challenges and enables users to learn with minimal impact on their work schedule. The highly interactive, web-based training provides users with demonstrations, practice tools, and simulation-based assessments. The simulations are AICC and SCORM compliant and can be deployed through your learning management system. Alternatively, you can use the delivered Usage Tracking to gauge knowledge. Usage Tracking has no impact on users viewing content and taking assessments. Usage Tracking administrators can track user progress and results through standard reporting features delivered with the User Productivity Kit. Alternatively, they can create custom reports to capture required data.

Performance Support

Even under the best training programs, users may forget 70 percent of what they learned. With the User Productivity Kit, users no longer have to rely on an overwhelmed help desk to maintain error-free productivity. They can simply go to online role-based materials. Users can choose to let our step-by-step Application Coach walk them through the process or procedure while live in the application. Or they can choose to practice the process by using an Application Simulation so that they fully understand a process before working with a live application. In either case, users will have access to the most up-to-date application information—and you’ll eliminate the cost to print and distribute hard-copy manuals.

Job Aids

The User Productivity Kit also generates job aids for users who may prefer traditional support documentation. These aids provide a quick reference guide that enables users to view the transaction instructions free of potentially confusing conceptual information. These online documents can replace handbooks with instruction specific to an employee’s job. Because of the narrowed scope, the aids reduce the number of calls to your help desk.

Customizing the User Productivity Kit

The User Productivity Kit comes delivered with a developer tool that allows you to easily create or customize your training materials to reflect your institution’s actual transactions, processes, and customizations. You simply perform a transaction, record it, and publish it to a variety of outputs, including classroom training guides, online help, web-based training, job aids, system instruction documents, and test scripts. You can incorporate additional information, such as links to URLs or attachments to spreadsheets and documents. The developer tool dramatically reduces your total cost of ownership, because it makes it easy to maintain training and support materials that continually reflect your institution’s ever-changing environment. Your software is only as good as the people running it. The faster your users are up to speed and getting the most out of the software, the sooner you’ll get the most out of your investment.
CONTACT US

For more information on Oracle’s PeopleSoft Enterprise Solutions for Higher Education version 9.0, please visit oracle.com/industries/education or call +1.800.ORACLE1 to speak to an Oracle representative.
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