

ORACLE POLICY AUTOMATION FOR HIGHER EDUCATION

STREAMLINE STUDENT SERVICES

KEY FEATURES/BENEFITS

- Rapidly transform complex policies into executable rules that are maintained in Microsoft Word and Microsoft Excel documents
- Transform service delivery and reduce burden on call centers, drastically reducing costs and resolution times
- Record a complete audit trail of how decisions are reached
- Establish and audit faculty policies for all applications to ensure governance and compliance
- Reduce the time and cost to implement system modifications resulting from changes to university policies
- Enable detailed analysis to assess the impact of proposed policy changes
- Empower business users and policy experts to amend policy rules in the core administration system without the need for lengthy IT development cycles
- Support multiple language capabilities

Today's students are finding it increasingly difficult to understand university regulations around enrolment, course or program selection and numerous faculty policies. Universities and colleges need a solution that automates the provision of precise and consistent answers to both prospective and existing students based on University policy and processes. Students should be able to receive accurate answers simply, quickly and through multiple channels and they should be given a clear explanation of the reasons behind the policy interpretation. With Oracle Policy Automation, universities and colleges can expeditiously build a centralised repository of rules and deploy decision trees as stand-alone self-service, part of a workflow or integrated with an ERP application.

Challenges Facing Universities to Improve Services to Students

Universities and colleges are finding that engaging with students and prospective students is becoming more complex, more interdependent and more student demand-driven.

Continuous changes and modifications to faculty policies can cause inaccurate interpretation of the rules, delays in processing enrolments for students and missed enrolment opportunities. Even experienced university staff members have difficulty keeping their knowledge current and consistent. Students can be overwhelmed with the volume of information that needs to be interpreted and need something to cut through, clarify and capture the essence of the multitudinous policies.

Each university faces unique demographic, privacy, operational, legislative, technological and fiscal challenges, universities need a solution that can address all these challenges. Oracle's Policy Automation solution empowers universities to address these issues with confidence.

By implementing Oracle's Policy Automation solution, the university or college is guaranteeing the accuracy of policies by deploying rules that students can easily understand, with direct links to source policy documents. Self-service functionality will improve student satisfaction and free up university staff to focus on other strategic initiatives.

The Benefits of Oracle's Policy Automation Solution

- **Easily determine eligibility, improve call center performance, and offer student self-service.** Oracle Policy Automation features web-based, guided questionnaires that allow a university to quickly and transparently deal with eligibility determination, and boost the confidence and self-service capabilities of all students. Superior multi-lingual capabilities allow international students to receive advice and guidance in their chosen language.
- **Increase transparency and accountability.** Detailed, automatically generated audit reports allow universities and colleges to justify each step of the decision process. This results in greater trust between an institution and its students which significantly reduces complaints or appeals.

RELATED PRODUCTS AND SERVICES

- Oracle Policy Modeling
- Oracle Policy Automation
- Oracle Policy Automation Connector for Siebel
- Oracle Policy Automation Connector for SAP
- Oracle Siebel CRM
- Oracle CRM On Demand
- Master Data Management
- Oracle Business Intelligence Applications
- Oracle Fusion Middleware
- Oracle E-Business Suite
- Oracle PeopleSoft Campus Solutions

- **Integrate with major platforms.** Oracle's policy automation solution supports a broad range of platforms that include Oracle's PeopleSoft Campus Solution, other student information systems, Siebel CRM and other SOA-compliant applications.
- **Empower business users.** Oracle Policy Modeling's unique natural-language authoring capabilities allow university or college subject matter experts to harvest rules directly from complex policy documents and regulations using Microsoft Word and Microsoft Excel. This reduces both the amount of training required and reliance on technical staff because no scripting or programming is needed and rules are written and maintained using familiar business software.
- **Assess impact of policy changes.** Comprehensive testing and policy simulation capabilities within Oracle Policy Modeling allow you to pinpoint the impact of proposed policy changes. By enabling what-if analysis of proposed amendments, you can analyse the impact of change as well identify conflicting policies. This results in more consistent service delivery, as well as ensuring that policies are optimally targeted to achieve university aims.
- **Reuse business rules.** Oracle Policy Automation is fully compliant with SOA, so universities can easily reuse written policy rules within multiple applications and across different communication channels.

Higher Education–Specific Applications

Listed below is a just a small selection of processes specific to the Higher Education sector where Oracle Policy Automation could be utilised :

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|---------------------------------------|---------------------|
| • Eligibility for a Degree or Program | • Fee Liabilities |
| • English Language Requirements | • Credit Transfers |
| • Scholarships and Grants | • Enrolment |
| • Graduation Requirements | • Academic Advising |

Contact Us

For more information about Oracle Policy Automation for Higher Education, visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.



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