



Surviving and Prospering Through the Perfect Storm

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ICCCFO
ILLINOIS COMMUNITY COLLEGE
CHIEF FINANCIAL OFFICERS CONFERENCE

Campus Works

Introduction



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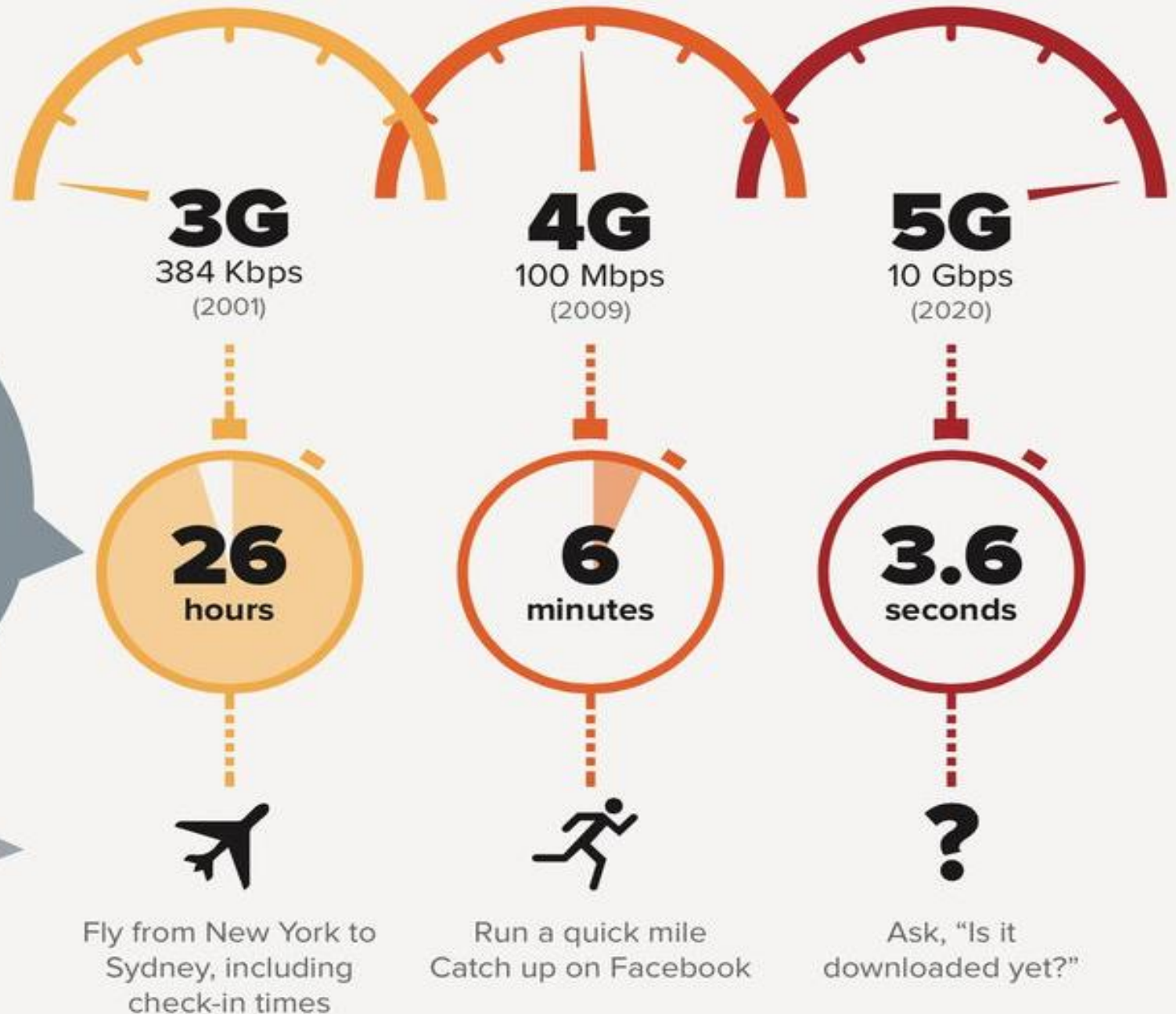
Community College Trends



Network Type

How long would it take to download the two-hour-long "Guardians of the Galaxy"?

What you could do while waiting



Digital Transformation



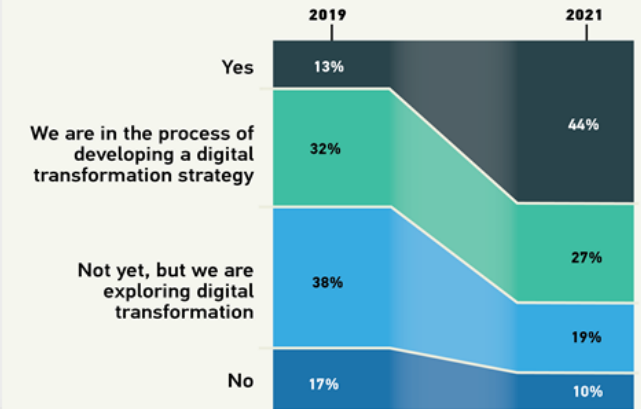
EDUCAUSE Homepage > 2022 Showcase Series > How Dx Powers the Post-Pandemic Institution

How Dx Powers the Post-Pandemic Institution

Google Trends



Is your institution engaging in digital transformation today?



EDUCAUSE QuickPoll | Institutional Engagement in Digital Transformation, 2021

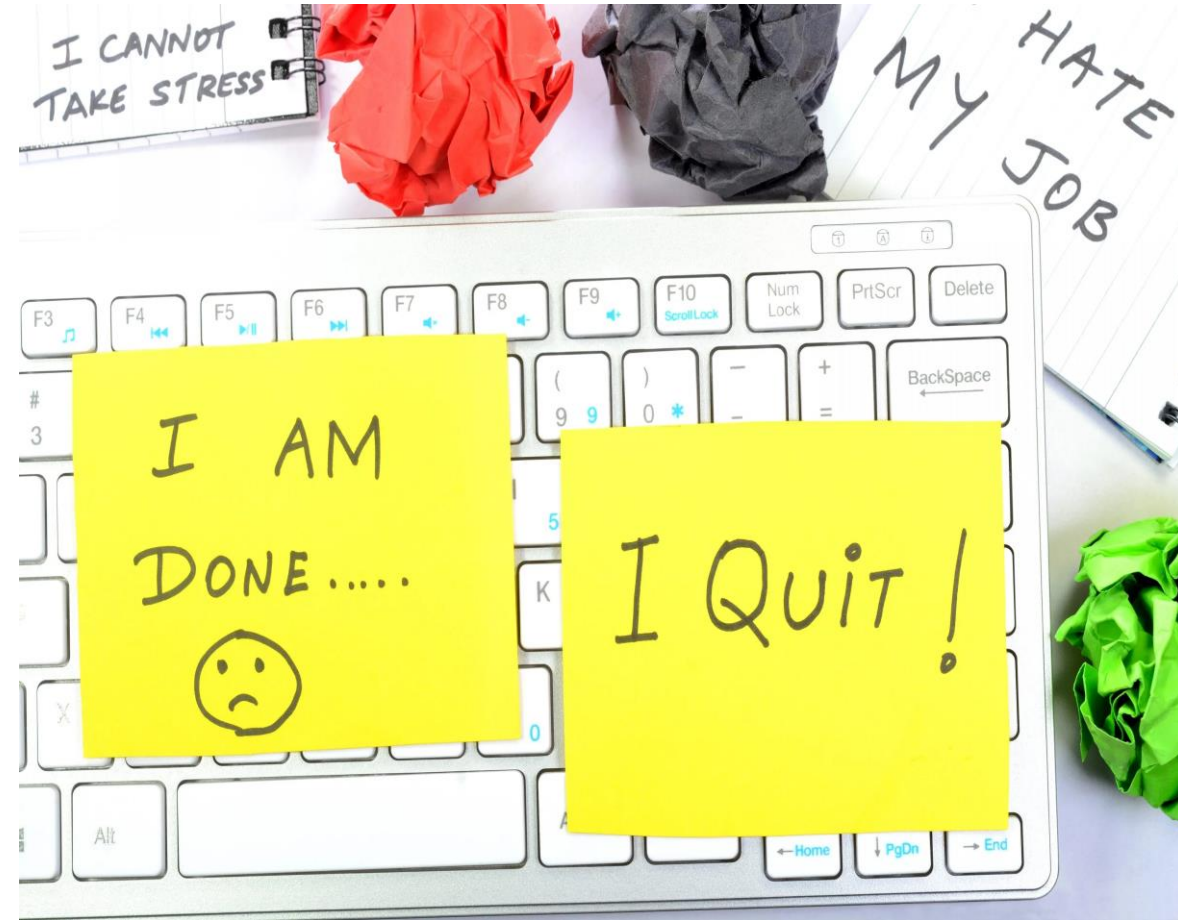
The Great Resignation

Great Resignation = Great Challenges = Great Opportunities



The Great Resignation

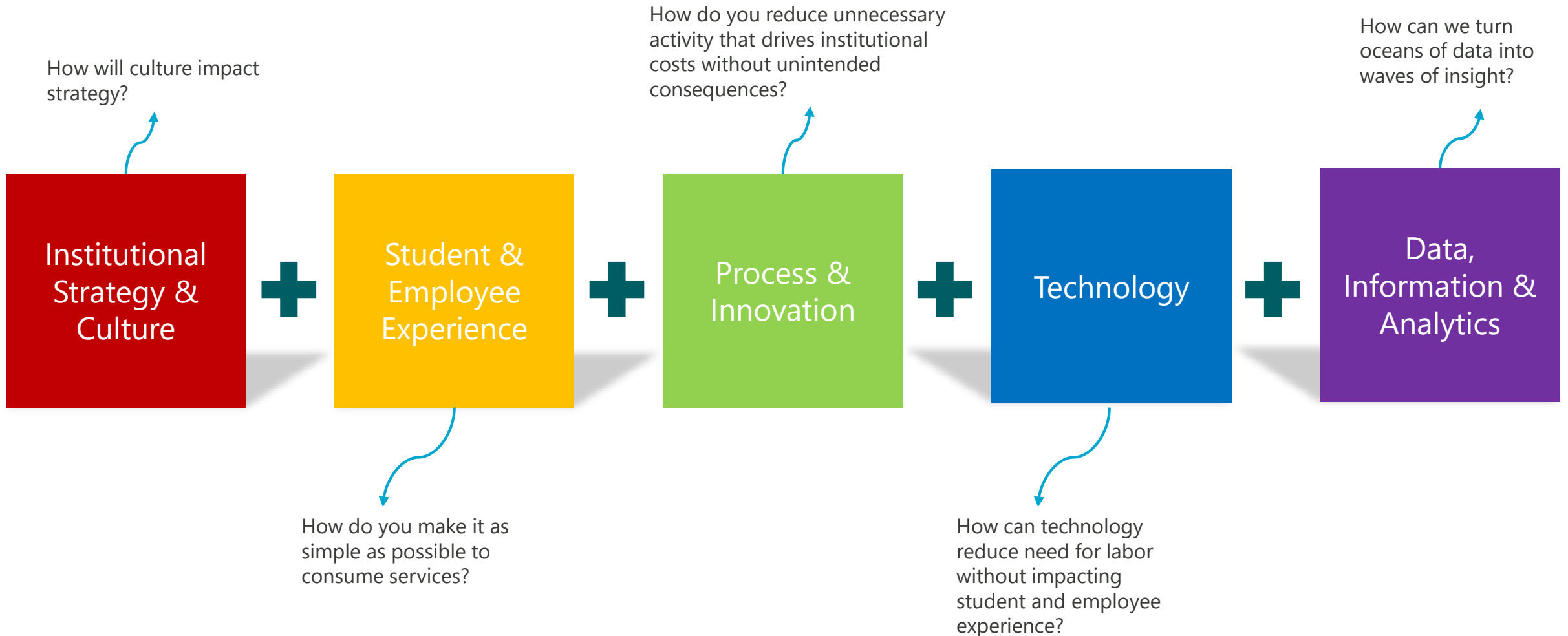
- ✓ According to the U.S. Bureau of Labor Statistics (BLS), in 2021, separations (including those who quit, were laid off or left for other reasons) totaled 68.9 million.
- ✓ The industries that saw the largest increase in openings included accommodation and food services; manufacturing; and ***state and local education.***



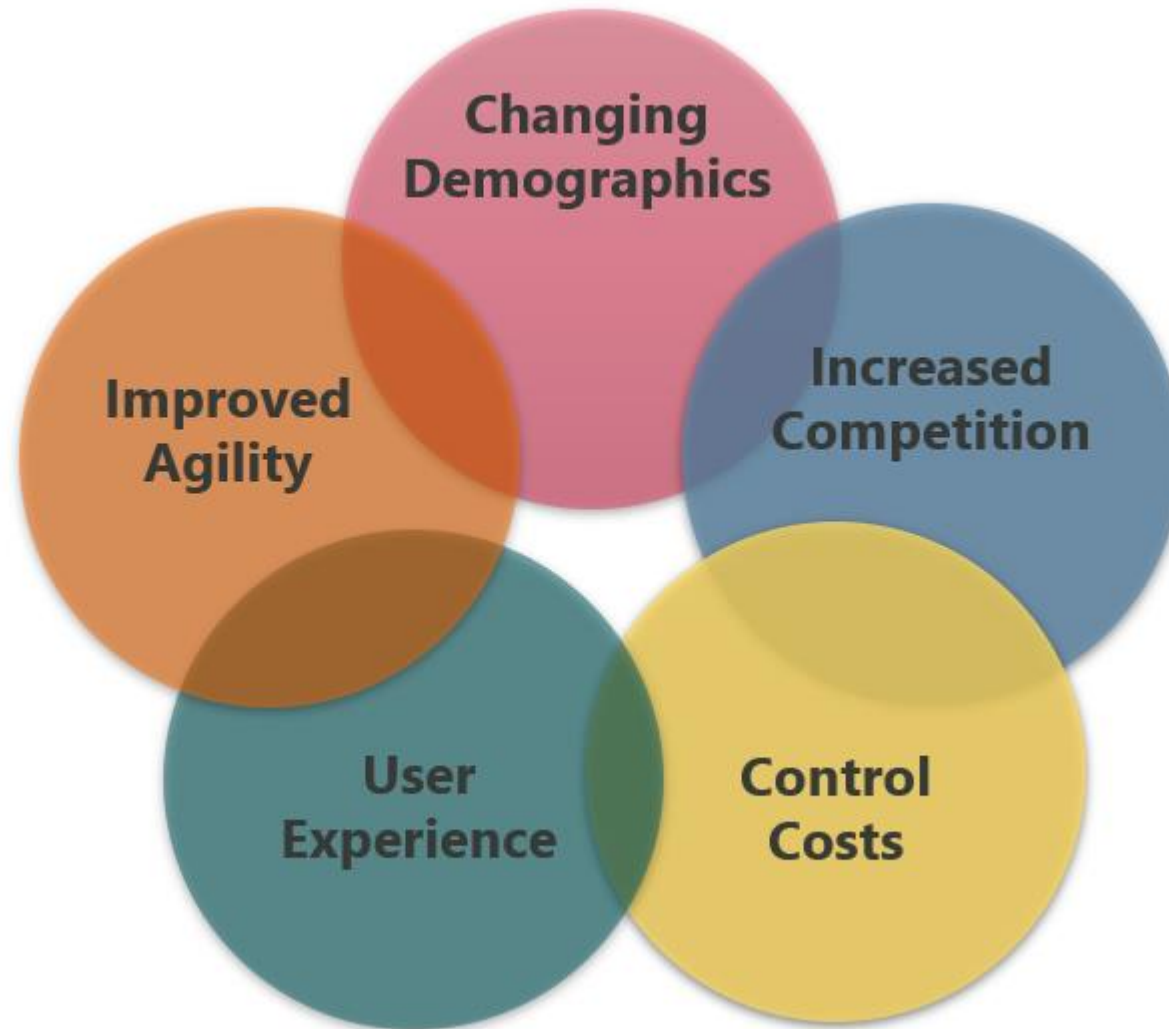
Institutional Digital Transformation



Components of Digital Transformation



Drivers for Digital Transformation



Evolve or Become Extinct:

Accelerating digital transformation to improve operational efficiency, agility, and institutional workforce development

Educause 2022 #2 Top IT Issue

Assess Current State

Technology



Prospects



Faculty & Staff



Parents



Students



Alumni



Partners



Donors

Student Experience

Unified Communication Outreach

Community & Event Engagement

Recruiting

Admissions & Enrollment

Student Success

Alumni & Advancement

Information & Insight

Information | Analytics | Artificial Intelligence

Systems of Record

ERP | SIS | LMS

ERP Landscape



- Cloud vs. On-Premise
- SaaS vs. Hosted
- Hosted environments (vendor, Amazon, Azure, etc.)
- ERP /SIS Market Juncture



Your Role as a CFO:

...to strategically resource the institution
to achieve its mission.



Focusing on

- ✓ **Minimizing risk**
- ✓ **Maximizing compliance**
- ✓ Collaborating
- ✓ Educating about the controls in place and why they're necessary
- ✓ **Evaluating processes, championing change management**
- ✓ Protecting the institution and employees
- ✓ Identifying issues before a problem arises
- ✓ Highlighting work of departments modeling exceptional stewardship of the institution's resources



How many of you have revised your strategic plan since COVID eased in 2021?



Process Reimagine & Redesign

A PRR is a forward-looking review of the desired alignment of people, processes, technology and information to achieve the desired strategic institutional goals

GOALS - Identify opportunities to:

- Define a shared vision of the future state
- Clarify roles and responsibilities
- Ensure policies are aligned with desired institutional outcomes
- Make processes more efficient and effective
- Identify future state unified technology needs in new or revitalized ERP



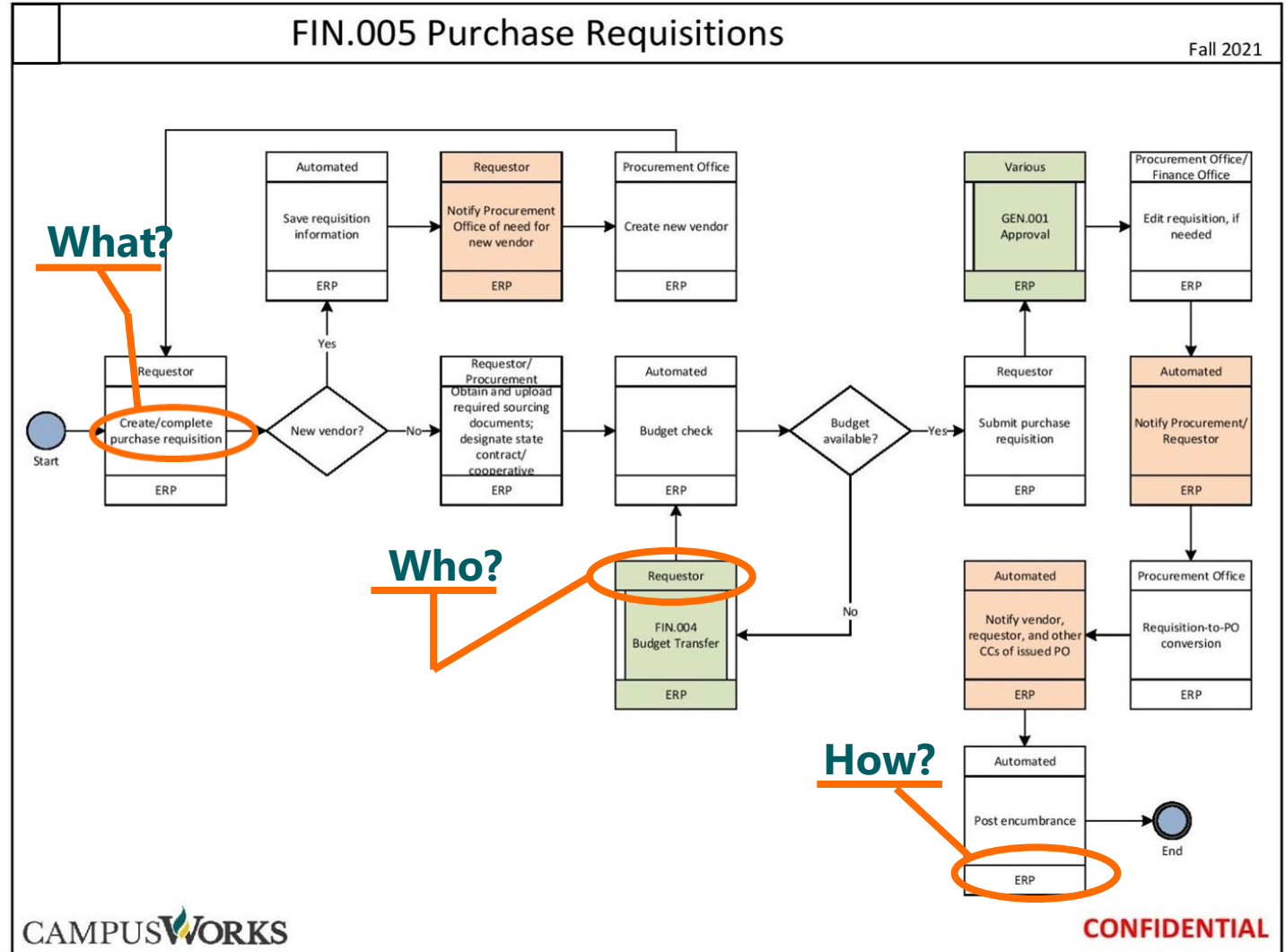
PRR Outcomes: Future State

Future state process maps highlighting who, what, when, and how

Narrative report highlighting key changes desired from current state → future state, policy considerations, and best practice recommendations

Shared Vision of how ERP will help achieve seamless student experience

Detailed specific processes or optimize current solution or inform the ERP RFP requirements



Trust & Satisfaction 12/31/2021

Referral Rate

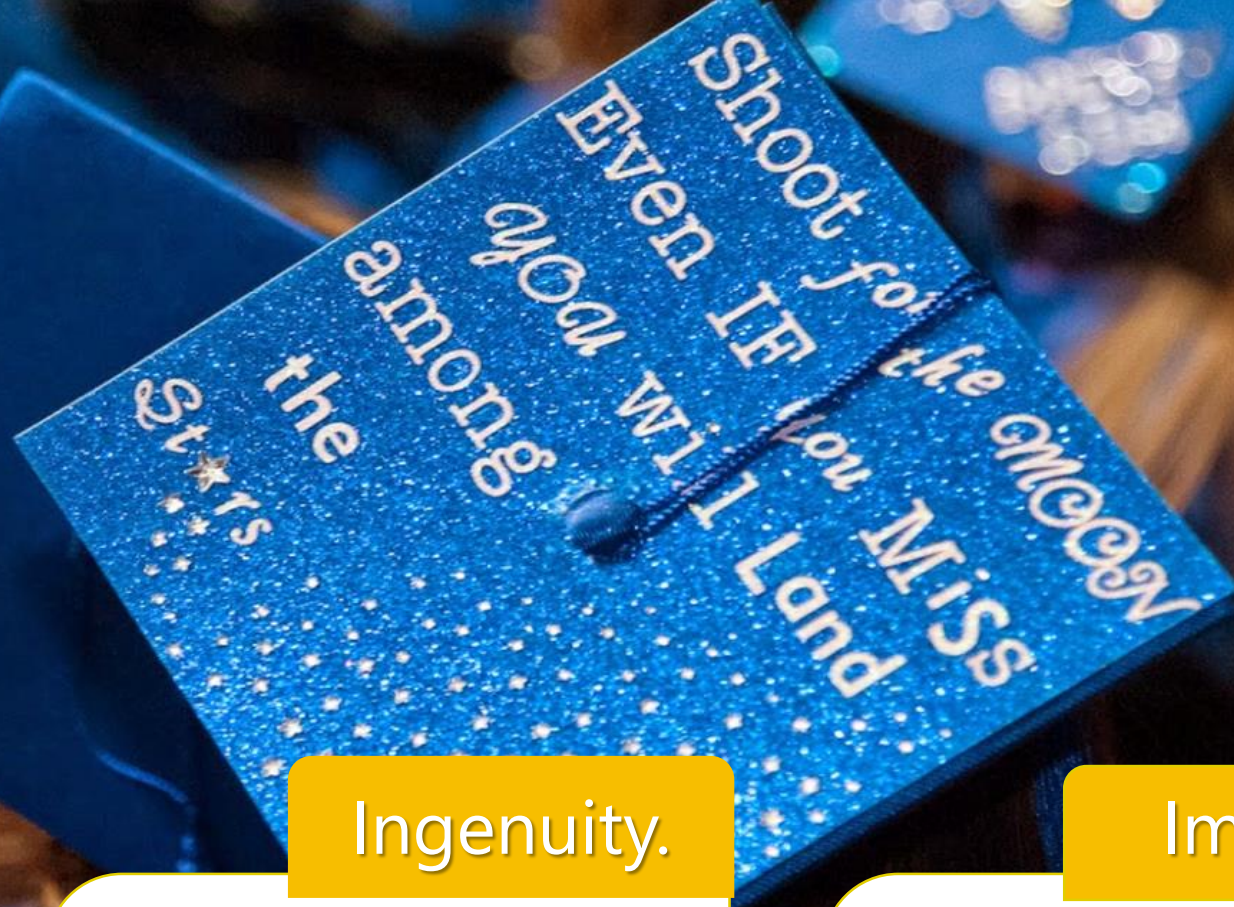
92.3%

CSAT SCORE

9.27/10

Trust Index

98.43%



Insight.

- 250+ higher education and organization change management experts
- Senior-level practitioner experience

Ingenuity.

- Begin with the end goal in mind thinking
- Proven methodology
- Higher education best practices

Impact.

- Successful organizational change management track record
- Unparalleled transformation success
- Happy clients!

Thank You!



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