Surviving and Prospering Through the Perfect Storm

April 21, 2021

ICCCFO
ILLINOIS COMMUNITY COLLEGE CHIEF FINANCIAL OFFICERS CONFERENCE
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Community College Trends
How long would it take to download the two-hour-long “Guardians of the Galaxy”?

- **3G**: 384 Kbps
  - (2001)
  - 26 hours
  - Fly from New York to Sydney, including check-in times

- **4G**: 100 Mbps
  - (2009)
  - 6 minutes
  - Run a quick mile
  - Catch up on Facebook

- **5G**: 10 Gbps
  - (2020)
  - 3.6 seconds
  - Ask, “Is it downloaded yet?”

CAMPUSWORKS
Digital Transformation

How Dx Powers the Post-Pandemic Institution

Google Trends

Is your institution engaging in digital transformation today?

- Yes: 13% (2019) 44% (2021)
- We are in the process of developing a digital transformation strategy: 32% (2019) 27% (2021)
- Not yet, but we are exploring digital transformation: 26% (2019) 19% (2021)
- No: 17% (2019) 16% (2021)

EDUCAUSE QuickPoll | Institutional Engagement in Digital Transformation, 2021

Note: Google Trends data from Jan 1, 2004 to Apr 1, 2020.
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

Institutional Strategy & Culture

Student & Employee Experience

Process & Innovation

Technology

Data, Information & Analytics

How will culture impact strategy?

How do you reduce unnecessary activity that drives institutional costs without unintended consequences?

How can technology reduce need for labor without impacting student and employee experience?

How can we turn oceans of data into waves of insight?

How do you make it as simple as possible to consume services?
Drivers for Digital Transformation

- Changing Demographics
- Increased Competition
- Improved Agility
- User Experience
- Control Costs

Evolve or Become Extinct:
Accelerating digital transformation to improve operational efficiency, agility, and institutional workforce development

Drivers for Digital Transformation

Educause 2022 #2 Top IT Issue

https://er.educause.edu/articles/2021/11/top-10-it-issues-2022-the-higher-education-we-deserve
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!

CSAT SCORE 9.27/10

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Thank You!

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