SAP Solution in Detail
SAP for Higher Education & Research

SAP Student Lifecycle Management

Differentiate Your Institution and Serve Your Students Better

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The Best-Run Businesses Run SAP™

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Quick Facts

Summary
The SAP® Student Lifecycle Management application helps institutions of higher education and research build a student-centric culture that is more responsive to students' needs. The integrated solution enables you to better understand potential and current student needs and maximize strategic planning efforts. It also helps you streamline the management of student information academic services – from recruitment through graduation and beyond – to build a community of lifelong learners.

Business Challenges
- Establish flexible course and degree offerings to attract the best students
- Differentiate your institution
- Leverage investment in technology in the back office and on campus

Key Features
- **Recruitment** – Design outreach and recruitment campaigns
- **Admissions, transfers, and internships** – Simplify admissions, assess student records and transfer credits, and support internships
- **Enrollment, registration, and reregistration** – Enable transparent enrollment and registration
- **Academic advising** – Monitor degree status and requirements
- **Student financials** – Enable self-service calculation of fees and access to payment status
- **Academic progression, examination, and grading** – Enable entering of grades and exam results
- **Change of program and degree audit** – Allow students to change majors and monitor their own progress
- **Graduation and alumni relations** – Track graduation status and alumni

Business Benefits
- **Increased student satisfaction** thanks to student-centric services
- **Enhanced competitive advantage** through quicker response to changing academic needs and better course and program administration
- **Improved financial control, cash flow, and data accuracy** due to more efficient planning, analysis, and data management

For More Information
Call your SAP representative, or visit us online at www.sap.com/industries/highered/featuresfunctions/studentlifecyclemanagement.epx.

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Enable a Student-Centric Culture and Drive Academic Success

Facing tough competition and high student expectations, differentiating your college, university, or research institution can be challenging. The SAP® Student Lifecycle Management application helps you build a better-run organization by controlling costs and focusing your resources on the core tasks of teaching and research. The application helps you cultivate an environment in which academic and research excellence can grow and thrive.

The SAP Student Lifecycle Management application streamlines your institution's management of student information, programs of study, financial accounts, and academic services. With this unified, integrated application, you can focus exclusively on students and their academic and financial needs. By meeting your students' expectations of ease of use, mobile access, and other self-service requirements, the application helps you improve student satisfaction and retention while lowering administrative costs. Additionally, the application accommodates increased internationalization and helps you meet the challenges of expanded enrollment, greater educational access for underserved students, and greater accessibility to the mass market ("massification").

The application supports critical functional areas – from recruitment through graduation and beyond – and can also adapt to a mobile environment. With it, you can enhance operational productivity and analytics and maximize strategic-planning efforts.

Built on a service-oriented architecture, the Web-enabled software helps you to modernize your technology by adapting and integrating software and services efficiently and cost-effectively. Your institution of higher learning can use the application to improve productivity, enhance service responsiveness, improve analytical capabilities to meet mandatory reporting standards, and optimize strategic planning. By automating tasks, the application frees administrative and faculty resources for strategic, value-added functions.

While the application helps your administrators improve services and efficiencies, students are the central focus. Beginning with initial contact during the recruitment process, the software helps you handle key functional areas from the student perspective, from recruitment and admissions to graduation and alumni relations.

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Support Student Services and Administration

ENHANCE THE RECRUITING PROCESS

Administrators can design recruitment campaigns that highlight key programs of study offered, enabled by the application's integration with the SAP Customer Relationship Management (SAP CRM) application.

With SAP Student Lifecycle Management, admissions officers can use prospect data gathered during the recruitment process to communicate with prospective students. You can contact prospective students with e-mails that include links to university Web sites and information about upcoming information days. Your admissions team can follow up with phone calls that can be documented and maintained as part of complete histories of communications with target audiences. Powerful analytics functionality helps your enrollment directors to review the effectiveness of campaigns. A graphical dashboard display helps forecast response rates.

STREAMLINE THE ADMISSIONS PROCESS

Prospective students can apply to your institution online, indicate whether they plan to apply for financial aid, and track the status of their applications. Your admissions personnel can then track prerequisites and follow up on application submissions with e-mails indicating any missing items required from students.

After acceptance and registration, students receive e-mail notifications of fee payments required to confirm and hold their spaces. To complete the admissions process, they can pay by credit card in response to mailed confirmations or use electronic bill presentment and payment services.

Transfer students can use the same online admissions applications. Before applying, applicants can use the equivalency determination tools on your Web site. There, they learn about the credits they may receive for previous external course work and calculate how the credits correspond to your institution's requirements.

ENABLE TRANSPARENT ENROLLMENT AND REGISTRATION

Following acceptance, students can enroll. Your institution can store registration data in student files, which are the central access points for all academic data and student-related processes. During the course of their academic careers, students can maintain personal data, such as address changes and other contact information. They can review class schedules and the status of their student accounts, store ID photographs, and receive other self-service access as determined by the institution.

From role-based portals, students can launch Web-based course-registration requests to review available courses and prerequisites or corequisites, estimate tuition costs, and register for or drop courses. They can place their names on waiting lists for classes that are full. When space becomes available, the software adds a wait-listed student's name to the class, notifies the student by e-mail and text message, and checks the student's schedule for time conflicts. It also prevents students from registering if they have overdue fees.

To continue their studies in subsequent semesters, students can track reregistration deadlines and reregister online. Students planning to study abroad may apply for leaves of absence to remain registered at their home institutions while studying abroad.

SIMPLIFY ACADEMIC ADVISING

With the academic advisor user interface, advisors can help students select courses, plan for upcoming terms, and complete their degrees successfully and on time. Degree audit functionality helps advisors establish course lists that meet students' degree requirements.

Students can access and register for suggested courses through the course-registration user interface and can access transfer articulation, degree-audit simulation, and other services-related processes.

All this leads to well-advised students making better choices based on accurate information, which in turn improves student performance and drives student retention.

MANAGE STUDENT FINANCIALS

SAP Student Lifecycle Management enables students to calculate their tuition fees. The SAP NetWeaver® technology platform allows you to integrate SAP Student Lifecycle Management with third-party financial aid software, to help ensure that financial aid resources pay for courses taken by students who have been approved. The software also enables the posting to students' bursar accounts of tuition fees paid by third parties and remaining costs due. Students can check the status of their accounts online and pay for open items using payment card verification functionality.

MONITOR ACADEMIC PROGRESSION, EXAMINATION, AND GRADING

Your instructors or administrators can enter grades for their students, and students can then review their grades and submit change requests, if necessary, online. Authorized faculty can enter results based on grading scales that vary according to course levels, and they can track course attendance.

Using the student self-service area, students can view their final grades. Administrators and authorized staff can update degree progression and degree audit processes. Web-based self-service

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functionality lets students request that official copies of their transcripts be sent directly to them or to third parties, such as potential employers.

Administrators can use the software to monitor and measure student progress based on grade point averages and credits for undergraduate and graduate work.

ACCESS SERVICES FOR CHANGE OF PROGRAM AND DEGREE AUDITS

To move from one program of study to another, students can access change-of-program services. Students can select reasons for the change and choose associated specializations, such as majors and minors, for their new program of study. The SAP Business Workflow tool automatically routes program changes through an internal approval process.

Students, faculty, and staff have access to Web-based degree audit functionality. Students can monitor their status, while faculty and administrative staff can simulate degree audits as they advise students or as part of the examination and graduation processes.

Your institution can establish and organize rules within requirements catalogs, and administrators can transfer the results of the degree audits, with suggested courses, directly into students' online course registrations.

SUPPORT PROCESSES FOR GRADUATION AND ALUMNI RELATIONS

You can track applications for graduation and evaluate results of degree audits to support the graduation process. Students can access Web-based, self-service graduation request forms and applications.

Administrators can flag students as alumni after they graduate and can use associated information to maintain alumni relations and contact former students for follow-up activities, such as reunions and fund-raising.

By meeting your students' expectations of ease of use, mobile access, and other self-service requirements, the application helps you improve student satisfaction and retention while lowering administrative costs.

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Enable Academic and Administrative Processes

The SAP Student Lifecycle Management application helps facilitate a wide range of academic and administrative tasks. Integration with critical, core business software for financial accounting, controlling, and HR management allows time-saving and efficient data exchange. This can help your institution increase financial control, improve cash flow, and enhance planning and reporting.

Discussed in greater detail below, a wide range of end users, from staff and administrators to applicants and students, can leverage powerful functionality in the following areas:

- **Centralized student record** with self-service functionality
- **Integrated lifecycle processes** with a service-oriented architecture and support for Web services
- **Flexible, scalable processes** with reduced administrative costs
- **Analytics** for rapid insights
- **Automated business processes and workflows** for greater efficiency and cost-effectiveness
- **Security and authorization** for protection of data assets
- **Centralized, on-demand reporting** for academic, financial, strategic, and operational planning and compliance
- **Mobile support** for anytime, anywhere self-service access to student, faculty, and alumni data

FIND EVERYTHING IN ONE PLACE WITH A CENTRAL STUDENT RECORD

User-friendly interfaces and Web-based self-service functionality are at the core of SAP Student Lifecycle Management. Flexibly designed and customizable, the central student record – or student file – is a single, transparent access point for personal data. It can include addresses, visa data, and information about parents and others who are related to a particular student's account. It captures students' academic results throughout their university careers and helps you maintain long-term relationships with alumni.

Additionally, using role-based portals, students and staff can view student profiles and online services relevant to their daily tasks. The application guides end users through processes and facilitates tasks such as changes to personal data, grade confirmation and change requests, auditing degree requirements, and paying bills.

INTEGRATE YOUR ACADEMIC LIFECYCLE PROCESSES

The application helps you manage the academic lifecycle by integrating student administration, academic activity, and financial transactions into a seamless process. With integration, admissions officers and authorized users get role-based access to student master records. The application consolidates all aspects of the student lifecycle and supports end-to-end processes, including online services and the logical routing of workflow items to various stakeholders.

Supporting a Service-Oriented Architecture and Web Services

Supported by the SAP NetWeaver technology platform, SAP Student Lifecycle Management is based on a service-oriented architecture that increases IT flexibility and efficiency and helps control costs. The technology platform also supports Web services, which promotes greater interoperability and usability.

Managing Student Financials

Manage student accounting and bursar functions, and calculate tuition fees. Integrated with the accounting and reporting functionality of the SAP ERP application, SAP Student Lifecycle Management helps you gain transparency in the administration of funding.

Enabling Degree Auditing

Fully integrated degree audit functionality alleviates the need for interfaces with third-party student information software. Authorized users can access program data stored in the academic structure to track student progress toward degrees.

DEPLOY FLEXIBLE, SCALABLE PROCESSES

Flexible, adaptable processes and functionality, built with input from academic institutions around the world, enable you to meet dynamic student requirements and institutional challenges. The scalable solutions help reduce administrative costs by deploying self-service features, streamlining and automating essential tasks, and integrating and improving the management of finances and human resources.

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GAIN INSIGHTS WITH SELF-SERVICE ANALYTICS

Perform complex analyses and transactions with SAP in-memory computing. Moving data to local memory for real-time access and immediate answers enables you to manage large volumes of data while reducing IT complexity.

You and your business users are empowered with self-service analytics, with which you can uncover insights into internal and external processes and customers in real time. Using our business intelligence tools to analyze student, business, and research data, you can better understand and dynamically address the needs of students, faculty, and alumni. In particular, our tools help you manage the student population and improve performance and retention.

AUTOMATE YOUR BUSINESS PROCESSES AND WORKFLOWS

The application enables you to automate administrative tasks, generate correspondence, and manage authorization, security, and reporting processes.

For example, with preconfigured workflows and templates, you can route electronic applications to admissions officers, and they can use customized workflows to respond and process applications. The application can trigger processes automatically for activities such as rule checking or the creation of student master records and account data.

Define letter formats and brand them according to your institution's needs. With the graphical user interface embedded within SAP NetWeaver, you can use information in SAP Student Lifecycle Management to create and adjust forms for mass correspondence.

Additionally, you can configure automated follow-up processes for activities such as admissions, course registration, and grading processes. The SAP NetWeaver Business Rules Management component helps eliminate delays and manual errors associated with paper processes and report-based processing.

PROVIDE SECURE DATA AND ACCESS TO AUTHORIZED USERS

Authorization functionality helps provide secure data and access to protect against threats to critical processes and information from both internal and external sources. Data is secured at the transactional, process, and activity levels. Structural authorization helps establish restrictions based on your organizational structure so you can limit access to certain information and processes to authorized users only.

ENABLE CENTRALIZED, ON-DEMAND REPORTING

The application helps improve the efficiency of academic processes by centralizing the reporting of data and delivering it on time and on demand. The application facilitates the efficient handling and reporting of finances and enrollment numbers to promote better forecasting and budgeting and support strategic and operational planning.

University executives and institutional research departments can access in-depth analyses of current and prospective student populations, while reporting functionality helps ensure compliance with government regulations.

SUPPORT YOUR MOBILE USERS

With support for mobile devices, end users can access relevant information anytime, anywhere – improving efficiency and effectiveness and helping balance limited resources.

With mobile access, student services and alumni departments can analyze student, faculty, and alumni data to identify trends and coordinate and evaluate programs and services in real time. Giving students real-time access to services on their mobile devices helps to differentiate your institution with the ability to predict and respond more quickly to requests.

Facilities, logistics, resource management, and institutional development departments can use mobile devices to predict and respond to challenges in real time, fostering better and faster decision making. For example, you can use up-to-the-minute energy management and resource data for green facilities management and sustainability initiatives.

Research and project management departments can get current information and data on research initiatives and projects that may require coordination and more immediate decision making and error resolution. Additionally, the software lets you analyze large-scale research data and performance metrics in real time, so you can balance your research priorities and focus on management objectives.

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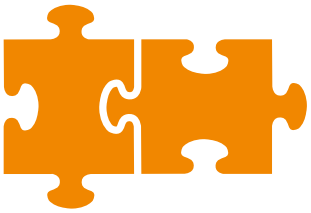
Streamline Processes and Increase Competitive Advantage

SAP Student Lifecycle Management delivers substantial benefits to institutions of higher learning and research, helping administrators improve access to student services and increase levels of service and satisfaction while lowering administrative costs. With robust analytics and reporting functionality, the application provides the flexibility and scalability to meet dynamic challenges now and in the future. Sophisticated authorization functionality helps improve security, and the application enables mobile devices and applications.

With the application, you can respond quickly and cost-effectively to changing academic needs, mandates, and reporting requirements. You can facilitate the administration of new course offerings and programs of study, which can help enhance your competitive position. Integration with back-office financial software helps you improve financial control, enhance cash flow, and improve data for planning and reporting.

The application integrates and supports business processes and streamlines the management of student information, programs of study, financial accounts, and academic services.



Built on a service-oriented architecture, the Web-enabled software integrates software and services efficiently and cost-effectively. It helps improve productivity, enhance responsiveness, meet mandatory reporting, and optimize strategic planning.

FIND OUT MORE

To learn more about how SAP can help your college or university improve its student lifecycle management, call your SAP representative today or visit us on the Web at www.sap.com/industries/highered/featuresfunctions/studentlifecyclemanagement.epx.

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