

MANAGING THE STUDENT LIFE CYCLE

IMPROVE STUDENT RELATIONS AND INFORMATION MANAGEMENT

SAP offers a fully integrated, comprehensive solution for universities to support student administration, services, and information management. The SAP® Student Lifecycle Management application provides Web services for students and their relatives, employees, faculty, and staff in a real-time, collaborative environment.



Colleges and universities worldwide face pressure to improve services for their students, faculty, and staff while still controlling spending. Students and faculty expect 24x7 online self-service access to information and services. At the same time, institutions need efficient, cost-effective systems deployment in response to tighter budgets. And these systems must support compliance with government mandates requiring more complicated reporting.

The key to a successful student administration system is to effectively coordinate core business activities by leveraging real-time transactions and information across a decentralized organization. The solution should manage and streamline the range of student-related processes and integrate them with business processes in keeping with university procedures – while delivering self-service functions to prospects, students, faculty, staff, and administrators. It should also be flexible enough to evolve with changing public policy, student behavior, and technology. Traditional systems can't handle these requirements.

The SAP® Student Lifecycle Management application enables university-wide collaboration across business processes and users, supporting more effective service, increasing efficiencies, and lowering total cost of ownership. Its global approach brings together experience and best business practices from different educational systems, educational levels, and cultures. By accommodating the diverse aspects of international academic programs, the software helps institutions

to be successful in a globally collaborating world. Its flexibility and scalability supports ongoing transformation, growth, and optimization of business processes.

An Innovative Solution for Today's Academic Challenges

SAP Student Lifecycle Management gives you increased accuracy and transparency in the administration of the entire student life cycle – from prospecting for students to alumni relations.

Academic Services and Learning Processes

You can plan and develop curricula and academic programs valid for a certain period, such as degree-granting and continuing education programs. Courses of study and individual courses as well as academic years, sessions, the beginnings of classes, and the duration of registration and exam periods can be set up accordingly. You can optimize class schedules according to needs and resource limitations.

Recruitment

To help you attract and enroll students, SAP Student Lifecycle Management is integrated with the SAP Customer Relationship Management application – covering the process from the first contact with a potential prospect to the student's final enrollment. Marketing functions allow you to maintain prospect data and manage recruitment campaigns that include multiple communication channels. Analytical functions allow you to measure and analyze recruiting effectiveness.

Admissions

Both university staff and applicants benefit from a wide range of functionalities that support the admissions process and its administration. Admissions staff can track the status of applications and process admissions according to the rules of the institution. Web-based self-services allow applicants to view their application status and verify outstanding admissions materials. Equivalency determination functionality helps institutions define transfer agreements with other schools, assess the student's external achievements, and suggest internal equivalencies, transfer credits, and grades.

Registration

The administration of a student's enrollment to specific programs of study for both majors and minors includes initial registration, reregistration, changes in the registration, and leaves of absence. Students can be enrolled in multiple programs concurrently.

Course Booking

A flexible user interface for course registration allows students to manage their course planning and booking via self-service in one place. During course registration, the software checks students' schedules for time conflicts, prerequisites and corequisites, or other requirements. Financial holds prevent students from enrolling in classes if their fee payments are overdue.

Mass Processing

Mass-processing functionalities for different tasks can significantly improve the efficiency of academic processes. These tasks include assignment of

student group and fee category, course-booking windows, holds and statuses, and course registrations for cohort groups of students, as well as transfer of course registrations upon cancellation.

Self-Services

SAP Student Lifecycle Management provides self-service functionality for approval workflows where appropriate. This can ease processing of common requests such as a change of specialization or program, new course request by academic staff, special course approval, grade-change request, graduation applications, transcript requests, admissions application status, and change of address.

Academic Advising

Students participate in various types of advising from faculty and staff to help guide their choices of curriculum and careers. Academic advisors can fulfill this responsibility with a special user interface that allows them access to advising-related functionalities, such as equivalency determination and course booking, at a single entry point. An integrated booking-plan functionality allows students and advisors to plan for successful program completion. You can easily configure and customize the application to meet the needs of your institution and its users.

Student Financials

SAP Student Lifecycle Management offers the industry's most flexible solution for student accounting, tuition calculation, and bursar functions. The application encompasses student financials including both tuition and nontuition fees, fee assessment, update of ac-



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counts, and payment checking, and it handles invoicing, payments, and clearing. Students can check their accounts online and pay their fees via the Web-based, self-service SAP Biller Direct application. The software also supports dunning as well as financial aid disbursements, including loans, via a real-time interface to third-party financial aid products.

Academic Progress and Auditing

The application supports examination handling and grading throughout the student life cycle. An online grading self-service application is available for academic staff. Students can also check their current progress toward a degree or simulate what-if situations for possible changes of program or specialization. Faculty and staff can run a degree audit to help advise students or as part of the examination and graduation process. A major strength of SAP Student Lifecycle Management is its fully integrated degree-audit function, with no need for interfaces with third-party applications.

Academic Postprocessing Framework

Institutions can configure completely automated follow-up processes for certain actions, such as admission, course booking, and grading. This functionality, based on the SAP NetWeaver® Business Rules Management component, helps eliminate the delays and manual errors associated with paper processes and report-based processing. Integration with the SAP NetWeaver Process Integration offering allows academic postprocessing to include non-SAP applications.

Graduation

SAP Student Lifecycle Management enables institutions to track applications for graduation and evaluate results of degree audits to support the graduation process. Graduation candidates can use the application to verify degree requirements and apply for graduation.

Institutional Advancement

The application supports relationship management activities such as fund raising, allowing you to track communication and activity across the student life cycle – from prospecting to alumni relations.

Reporting

The application delivers business content for business intelligence, which facilitates efficient handling and reporting of finances and enrollment numbers – resulting in better forecasting and budgeting and supporting strategic and operational planning. University executives and institutional research departments can access in-depth analysis of the prospect and student population, while reporting functionality helps ensure compliance with government regulations.

Multidimensional reporting functionalities strike a balance between the compulsory reporting critical to any institution with more discrete reporting functionalities, such as funds management for research sponsored by third parties.

Unparalleled Value with Enterprise SOA

SAP Student Lifecycle Management is part of the SAP for Higher Education & Research solution portfolio, selected by many institutions because of its strong technology and integration platform and flexibility for handling nonstandard academic programs. These solutions fit seamlessly into an existing SAP landscape, and because they are powered by the SAP NetWeaver technology platform, they also integrate easily with third-party software.

SAP NetWeaver enables you to implement reusable enterprise service-oriented architecture tailored to your needs. You can also integrate other education- and research-specific SAP applications – those supporting grants management and procurement, for example – as well as back-office functions such as accounting and HR management.

Tried, True, and Tested

SAP Student Lifecycle Management has had proven success in institutions with enrollment ranging from a few hundred to tens of thousands. At the University of Basel in Switzerland, an implementation helped modernize legacy systems, integrate academic and administrative processes, improve reporting, and comply with the Bologna Agreement in

academic advising, examinations, and degree audits. Users in Asia include the Indian School of Business, the University of Petroleum and Energy Studies also in India, and Pohang University of Science and Technology (POSTECH) in South Korea. In the United States, the University of Mississippi and Central Michigan University represent success stories,

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while the University of Montevideo in Uruguay and Universidad TecMilenio in Mexico are two of many Latin American customers. Institutions are increasingly taking advantage of implementation accelerators that help reduce overall total cost of ownership of a project – especially useful for smaller institutions or lower-budget projects.

Achieve Excellence: Take the Next Step

SAP Student Lifecycle Management is the only complete, integrated solution for managing core business processes on and around campus. To learn more, contact your SAP representative or visit us online at www.sap.com/industries/highered.

Summary

Integration of academic processes is a primary driver of student system modernization. The SAP® Student Lifecycle Management application is proven technology that supports institutions' academic mission by facilitating all core university processes. Self-service functionality streamlines a multitude of processes, from routine changes of address to matching requirements for academic majors and graduation.

Challenges

- Pressure to provide better services for students, faculty, and staff while controlling spending
- Expectations among students and faculty for 24x7 system access
- Necessity for efficient systems deployment
- Compliance with government mandates requiring more complicated reporting faster

Supported Business Processes and Software Functions

- **Relationship management** – Increase accuracy and transparency in the administration of the entire student life cycle
- **Admissions** – Enable both university staff and applicants to use self-service functionalities that support the admissions process
- **Advising** – Support advisors in their daily tasks through an advisor-specific user interface
- **Course booking** – Provide a student-centered user interface
- **Degree audit** – Gain transparency into students' progress toward a degree with a fully integrated degree-audit function
- **Student financials** – Automate financial activities including accounting, tuition calculation, and bursar functions, and enable students to check their accounts and pay fees online
- **Reporting** – Allow for in-depth analysis of the prospect and student population and their academic data with student life-cycle management content delivered for business intelligence reporting

Business Benefits

- **Focus resources on core missions** of teaching and learning
- **Plan for investment** through transparency into scarce resources – both funding and people
- **Maximize value** of teachers and researchers with functions that reduce administration
- **Lower the cost** of deploying and maintaining IT

Find Out More

Call your SAP representative, or visit us online at www.sap.com/industries/highered.

50 077 317 (08/06)

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