

University of Mary:

Making Vision 2030 a Reality



Challenges

Founded in 1959, the University of Mary in Bismarck, N.D. is a private Catholic, Benedictine university offering more than 70 undergraduate, masters and doctoral degree programs to more than 3,000 students on campus and online.

Highlights

- Rolled out business intelligence dashboards
- Accommodated 25% year-over-year increase in wireless devices
- Cut number of wireless help desk support tickets by 66% year-over-year
- Implemented wide array of cloud-based services

Prior to engaging with Dynamic Campus, UMary was facing a number of technology-related challenges that were preventing the university from reaching its operational and strategic goals, including:

- 1** Insufficient visibility into enrollment and financial status key performance indicators.
- 2** Inability to analyze point-in-time reporting and trends due to a lack of data warehousing capability.
- 3** Inconsistent data from Jenzabar EX enterprise resource program (ERP).
- 4** Concrete architecture on campus presented a challenge to installation and maintenance of wireless technologies.
- 5** Rapid increases in the number of wireless devices in bring-your-own-device (BYOD) program put a strain on the existing infrastructure.
- 6** Use of manual spreadsheets in the institutional research services area created inefficiencies and inaccuracies.
- 7** Lack of onsite asset management or technology tracking made it difficult to maximize ROI or hardware and software requisitions.

UMary's leadership team engaged Dynamic Campus to improve its overall technology infrastructure and business intelligence capabilities, enabling the school to realize its Vision 2030 goals.



Solutions

After completing a thorough technology assessment, Dynamic Campus began addressing the most critical needs, including:

Business intelligence

- Created dashboards for enrollment and finance.
- Cleaned up financial data to deliver a true picture.
- Completed business reprocess analysis in the HR department.

Infrastructure

- Partnered with third-party wireless vendor to address issues with concrete architecture and equipment.
- Addressed migration from centralized computer labs to BYOD.
- Installed Gigabit Ethernet fiber on campus.
- Upgraded core network from HP to Cisco.
- Currently upgrading infrastructure and procuring all the equipment to accommodate UMary's major expansion of three new campus buildings.

Institutional research

- Scripted out the queries from the data warehouse, the ERP and other data sources.
- Automated processes for improved efficiency and effectiveness.

Asset management

- Installed SharePoint to track technology ownership.
- Expanded program to monitor individual software licenses.

Processes

- Implemented an email-to-text message service for Enrollment Services.
- Initiated self-service password reset program.
- Cleaned up active directory to eliminate stale accounts.
- Created 7 a.m.-7 p.m. help desk service.



Results

The improvements to infrastructure, hardware, software and processes resulted in streamlined services and reduced costs for the University of Mary on a number of levels:

Business intelligence

- Dashboard facilitates decision making and identifies potential areas of enrollment improvement by providing year-over-year and current KPIs.
- Data cleanup and dashboard yields better visibility into current financial status and KPIs.
- Business process analysis helped HR department improve employee hiring practices and overall reporting.
- Facilitated collection of survey information on graduation rates, financial aid, enrollment and outcome measures.
- Improved accuracy of information from data warehouse, ERP and other data sources.

Streamlined processes

- Self-service password reset resulted in significant cost savings by replacing 24-hour help desk with approximately 12-hour emergency service.
- Improvements in wireless functioning cut the number of wireless help desk support tickets by 66% year-over-year—despite a 25% increase in wireless devices on campus.

- Email-to-text message enables Enrollment Services to handle everything from their Outlook clients.
- Delivered financial savings on licensing and equipment by implementing a robust tracking system.

Cloud solutions

- Migrating all students, faculty and staff to Office 365 cloud licensing in a phased approach, providing easier IT management and eliminating the need for a hosted Exchange server.
- A new events calendar created efficiencies in room scheduling.
- The implementation of Raiser's Edge application improves donor and fundraising management.
- Students benefit from the implementation of a new cloud-based housing application.

Security Improvements

- Cisco upgrade included next-generation firewalling, intrusion detection, and intrusion protection services.
- Upcoming training (fall 2016) will educate users on social engineering and other vulnerability risks.

Vision 2030 is University of Mary's mission for the future, and Dynamic Campus took a strategic IT approach to help bring it to fruition. With across-the-board improvements in technologies and processes, UMary can now place its focus on its academic offerings and strategic KPIs such as recruitment, retention, graduation rates and institutional research.



Dynamic Campus

Find out more at:



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