

# CASE STUDY

## COLLEGE STAFF TURNOVER GENERATES TRAINING NEED

### The Challenge

#### FUNCTIONAL ERP KNOWLEDGE LOSS AFTER STAFF TURNOVER

It's a common story faced by many colleges: departments are small, and turnovers can be painful. A departing employee takes key ERP workflow knowledge with them as they leave. Activities repeated only once or twice a year (such as beginning or end of semester tasks) may not be performed by more than one person, compounding the vulnerability of knowledge loss associated with a departing employee. With limited resources, finding someone to fully train new department members on important but infrequently repeated processes can be daunting.

A higher education client in this circumstance recently reached out to Aspect looking for a solution.

The client, a small Southeastern Pennsylvania college with 250-300 full time students, first reached out to their ERP vendor looking for specific workflow training for their new Registrar. The vendor explained that the specific training the college was seeking was not part of their standard service offering, and the service they were offered (a gap analysis with recommendations for potentially upgrading to a new version) was definitely not what the college required at that time.

The college needed an expert with familiarity of the current ERP version and modules in use, who would provide specific functional training that their new Registrar needed to get off the ground and running quickly.

#### FEATURES & BENEFITS

- **Tailored Training:** Aspect had the staff on hand to quickly provide the specific, tailored ERP training the college needed.
- **Repeatable Best Practices:** The college gained training materials & recorded sessions for future reference.
- **Seamless Staff Transition:** Aspect provided the expertise the college was missing, easing the transition to new staff & processes

### The Solution

#### PROVIDE EXPERT FUNCTIONAL ERP TRAINING TAILORED TO YOUR DEPARTMENTAL PROCESS:

With access to both technical and functional ERP experts, Aspect was able to quickly match the college to a functional trainer with the specific ERP subject matter expertise the college was looking for. The Aspect resource stepped in immediately, meeting with college leaders to identify the most critical workflows at risk. The Aspect resource initially designed training tailored specifically to focus on Academic Records functionality, and successfully delivered the training over multiple sessions, with sessions recorded so they can be referenced in the future.

When the college experienced another need for training a few months later with billing and cash receipt processes handled by the Bursar's office, they again reached out and engaged the Aspect resource.

# Successfully Meeting Training Demands

With a new Registrar coming on board, and financial process changes on the horizon, Aspect was engaged to provide an ERP subject matter expert to fully train new college department members on key functional & technical processes.

## The Advantage

### AGILE TRAINING WITH THE RIGHT EXPERT WHEN YOU NEED IT

Aspect was able to deliver the right fit, specialized functional training when the college needed it, making the transition to a new Registrar occur more smoothly and the implementation of new financial processes a success.

With over 20 years as a professional higher education consulting services organization, Aspect can give you the right fit consultant with the right subject matter expertise when you have a critical need, without the potential agenda or the price tag that may come with professional services offered by your third party vendor.

We can move quickly to meet your technical or functional need with the right-fit expert.

We have the experts familiar with both technically and functionally operating the ERP, CRM and Help Desk systems college utilize the most:

- Ellucian (Banner, Colleague, PowerCampus)
- Peoplesoft
- Jenzibar
- Salesforce
- Other Vendor

Contact Aspect today for a free whiteboard session, and find out how we can help you eliminate the technology challenges you may be facing.

"It's been a very fruitful engagement...the Aspect functional trainer was point on, and we continue to reach out to her for further training.

We were impressed with her ability to pivot from Registration to Cash Receipts, as well as her willingness to research questions brought to the table during training sessions and then provide great answers in the next session.

Her flexibility and breadth of knowledge is amazing."

-Administrator at PA College of Art & Design

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