



Customer

Monmouth University

Industry

Higher Education

Size

More than 6500 students

Location

West Long Branch, New Jersey

OnBase Integrations

Integration for Colleague

Departments Using OnBase

- Admissions Processing
- Undergraduate Admissions
- Graduate Admissions
- Financial Aid
- Enrollment Research
- Athletics
- Human Resources
- Administrative Services
- Office of the General Counsel
- Office of the President
- Student Employment
- Division of Finance
- Counseling & Psychological Services

Case Study | Higher Education | Monmouth University

Four enrollment management departments automated in 90 days

The Challenge

Monmouth County, New Jersey, isn't just home to rock icon Bruce Springsteen. It's also home to Monmouth University, a private liberal arts college on the Jersey shore with approximately 6,500 undergraduate and graduate students.

Like many schools, Monmouth was struggling with rising applications while staff numbers stayed the same. As an independent university, Monmouth relies heavily on tuition for cash flow. The faster prospective students get decisions and financial aid packages, the earlier they see the private school as a viable option, choose Monmouth and send in deposits.

The Solution

At first, Monmouth was just looking for an electronic filing cabinet, but soon saw that the true value would come from automating paper processes. After a diligent decision process, Monmouth chose OnBase because of its tight security, strong audit trails, online access to documents and fast scalability.

In just 90 days, the entire Enrollment Management division – Admission Processing, Undergraduate and Graduate Admission and Financial Aid – was trained and operating at full speed. And because adding departments is quick and easy to cost justify, Monmouth has since extended its OnBase solution to more than 10 areas.

The Difference

Eliminates lost files and speeds processes: In all four offices of the Enrollment Management division, documents are no longer held up on someone's desk or misplaced. Instead, files are now electronic and easily routed through counselors and faculty to review based on whatever criteria the department selects.

Enables decisions to be sent faster than the competition: Because files and evaluation forms are now available online, staff can access them anytime from anywhere – in the office, on the road or at home. Monmouth's reliance on and confidence

“We integrate with Ellucian’s Colleague, but what we discovered about OnBase is that it doesn’t really matter what student system you have, OnBase can integrate with it.”

– Marijean Nagy, enterprise application specialist,
Monmouth University

in OnBase in Enrollment Management allows the school to deliver decisions a month earlier than it used to. “Particularly with the recent economic downturn, we are looking to make sure our name is the first name students see,” says Christine Benol, Director of Enrollment Research and Technical Support. “Having OnBase has allowed us to decrease review time, increase accuracy of data, and routinely meet or exceed our deadlines.”

Integrates with Colleague to speed processes: Monmouth also integrated OnBase with its Colleague enterprise resource planning system (ERP) in multiple departments. For example, in Finance, counselors simply click in Colleague and the student’s documents pop up. Staff never have to leave the ERP. In Enrollment Management and other areas, OnBase automatically indexes documents and fills in crucial data on the evaluation forms from Colleague. This decreases human error which results in more accurate data.

Improves customer service and decreases overhead costs: Between the integration and automated workflow, Monmouth has virtually eliminated overtime and hiring temporary help during peak processing. Perhaps most importantly, Monmouth has improved student service. There’s no more hunting through file folders or callbacks. When a student calls with a question, counselors can answer it right away with just a quick check in OnBase.

One solution, many departments: With added efficiency and better service in Enrollment Management, Monmouth has extended OnBase across campus over the last several years. Enrollment Research, Athletics, Human Resources (HR), Administrative Services, Office of the General Counsel, Office of the President, Student Employment and the Division of Finance all improve efficiency with OnBase. Next in line to implement OnBase are University Advancement, Disability Services, the Health Center and an expansion in the Athletics area.

About Hyland

Hyland, creator of OnBase, is one of the largest providers of ECM software for colleges and universities. To support the higher education enterprise, Hyland tailors its flexible, scalable and secure ECM solution, OnBase, to fit specific processes across institutions – from admissions processing and review, including transcript capture and transfer course evaluation, to AP invoice processing. This end-to-end solution enables institutions to leverage existing hardware investments, integrate with ERP systems and alleviate administrative burdens on IT.

Learn more at OnBase.com/HigherEducation »

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