

Customer Success Story

Elmira College Consolidates and Modernizes ERP and SIS Capabilities With Jenzabar One

About Elmira College

Founded in 1855, Elmira College is a private liberal arts college located in Elmira, New York. It supports roughly 800 full-time students and 30 areas of study. elmira.edu

Core Challenges

- ▶ Diminishing budget left little room for IT innovation
- ▶ Disparate, legacy IT systems impacted staff performance
- ▶ Lack of proper data protection practices left sensitive data at risk
- ▶ Outdated practices, like in-person course registration, hindered student experiences and satisfaction

Project Outcomes

- ▶ Real-time views and updates of budget and student data improved decision-making
- ▶ Reduced security risk and eliminated paper-based processes by automating billing
- ▶ Improved retention rate by leveraging the early alert system
- ▶ Achieved cost savings by eliminating the need to maintain or replace outdated physical servers
- ▶ Enabled more meaningful and personalized student/advisor conversations via degree audits and course scenario planning



Smaller institutions, like Elmira College, are in a constant state of operational, financial, and technological realignment. Given the highly competitive nature of today's higher education environment, institutions like Elmira College, which supports approximately 800 full-time students, need to ensure budgetary restrictions do not hamper staff efficiency or, more importantly, students' learning journeys. It's critical to leverage cost-effective, scalable, and easy-to-use platforms that help departments across campus perform their duties productively and enable better user and student experiences.

Until recently, Elmira College faced challenges that are common in the higher education space: a prevalence of disparate, inefficient legacy IT systems that were not used efficiently. This impaired staff productivity, which impacted how they were able to engage with and support students. The switch to Jenzabar's ERP and SIS enabled Elmira College to bring together core processes across campus through a single, cost-effective, user-friendly platform.

Before using Jenzabar One, online course registration didn't exist for students, which meant individuals had to stand in line and register for classes in person using a paper and pencil. Students and parents couldn't even pay their bills online. Meanwhile, Elmira College staff faced internal operational challenges, like having to fill out paper timecards and not being able to see their budgets online in real time.

Jenzabar One streamlined and modernized all these processes by bringing them online. On the student side, Elmira College leverages Jenzabar Student and Jenzabar Retention. Jenzabar Student makes course registration easier by bringing it online, which enables faster and better overall experiences and eliminates the need to sign up for classes in person.

It also allows faculty and advisors to help students plan their academic journeys better. Jenzabar Retention grants new levels of visibility into student activity. With an early alert system, faculty can intervene and personally support students who are at risk of dropping out.

On the back end, Elmira College uses Jenzabar's ERP system to store data on a local repository and enable unprecedented access to information. It enables new levels of security, limiting user access to sensitive information. Additionally, Jenzabar Finance brought core finance and payroll processes onto a single system, eliminating disparate databases and reducing data center overhead.



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Brian Cornell
CIO and CISO
Elmira College

Vendor Management Introduces Innovative Ways to Do More With Less

Before partnering with Jenzabar, Elmira College focused largely on vendor management as a means to reduce costs and optimize the budget. Given tightening budgets, staff like Brian Cornell, Elmira College's CIO and CISO, were regularly looking at vendor contracts and trying to identify opportunities to renegotiate and reduce costs. To mitigate this challenge, Elmira College implemented a new vendor management system that enables Brian and his teammates to identify expiring contracts before their end of life. This awareness grants the IT department more time to effectively identify potential new partnerships or opportunities for renegotiation.

Additionally, Elmira College has a more targeted approach toward new partnerships—namely focusing on organizations that are the preferred vendors with the Jenzabar platform. By working with Jenzabar's preferred vendors, Elmira College can take advantage of the pre-integrations, which enables teams to be up and running sooner. Cornell and his IT Department have introduced many cost-effective and creative approaches to continue moving forward with technology innovation and enhancements while reducing overhead and TCO.

"Jenzabar's ERP and SIS allowed our college to eliminate disparate and inefficient systems and leverage a campus-wide, user-friendly platform that enables teams to be more productive, agile, and responsive to student needs," said Brian Cornell, CIO and CISO at Elmira College. "Jenzabar's team and support have really been game-changers for us, helping us find innovative ways to reduce cost without compromising quality or performance. This has allowed us to shift funding towards academics and student learning initiatives, which is representative of our core mission for providing quality education."

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