

What you don't know about your organization can really hurt you

A Quest for Knowledge
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Institution: Hiram College

Trivia

Hiram College

- * Founded in 1850
- * Private Liberal Arts
- * James A Garfield
 - * One of the original “principals”
- * Northeast Ohio
- * 1,000 Traditional Students
- * 225 Non Traditional Students

Why Timely Information is Critical to Higher Education

- * Changing demographics
- * Institutional Overload
- * Pricing Pressures
 - * Cost of Attendance
 - * Need to control expenses

Higher Education Demographics

- * Projected numbers for high school graduates
- * National 4.7% ↓
- * Midwest 7.5% ↓
 - * Michigan 25% ↓
 - * Ohio 10% ↓
 - * Wisconsin 8.3% ↓

Where does knowledge come from?

The chain of events to knowledge

- * Data
 - * Thousands of transactions that occur constantly. A student enrolls, a purchase order is issued, an invoice received, a donor contributes, etc
- * Messaging
 - * Compiling the data and sending securely to faculty, staff, and students
- * Information
 - * Compiled data received by campus personnel
- * Analysis
 - * Analyzing information creates knowledge

Challenges to Acquire Knowledge

- * Data is often locked up in our enterprise systems and is difficult to access
 - * You spend millions of dollars on an enterprise system, put enormous manpower and resources in, but have a hard time getting data out
- * Messaging data is not timely and information doesn't flow smoothly
 1. Paper based reports start to lose value as soon as they are printed because the data changes
 2. Information isn't always in a form that can be easily understood by a user.
 3. Many users must be at their desk to receive information

Messaging Data – Creating Information

- * Compile data and securely send it to the people who need it
- * Ideally information should be
 - * Real time
 - * As data is created, the information from this data should be accessible to the campus
 - * Easy to access
 - * Information should be secure point and click / touch
 - * Securely available on any device, any time, anywhere
 - * Do not limit information flow to a desktop or laptop
 - * Mobile devices should be part of the information flow

Messaging Data – Creating Information

- * Any Device
- * Any Time
- * Any Place



Budget Management Hiram at College

- * Hiram College had implemented Banner Finance in 2002. In 2005, due to the complexity of using Banner to determine budget position, users did not access Banner directly but requested budget information from the controller if they were interested.
- * Many departments were overspending their budgets. Accountability was weak.
- * Ongoing annual deficit was growing and approaching 22% of yearly budget.

Budget Management at Hiram College(continued)

- * The problem was the budget managers did not have access to their budget information to properly manage their accounts.
- * Focused on how budget data was compiled and sent (messed) to budget managers.
 - * Built an information system to allow budget managers to have secure point and click / touch access to their data:
 - * Portal based solution
 - * Based on organizational security
 - * Information was real

Budget Management at Hiram College(continued)

- * Built an information system to allow budget managers to have secure point and click / touch access to their data (continued):
 - * Effective for the casual user
 - * System was mobile responsive
- * Communicated and training budget managers
 - * Redirected calls to business office. Insured users became self sufficient for budget information
- * Held budget managers accountable for budget performance

Budget Management at Hiram College(continued)

- * Results

- * Operational spending in control
- * Budgeting converted to a monthly process
- * Overspending for many departments eliminated
- * Confidence in organization to budget and spend to plan

Purchasing Management

- * 2009 – Hiram College had a paper based purchasing system. Purchase orders were hand written by users and sent directly to the vendors. Purchase orders were issued without checking budgets.
- * Purchase order approvals were all manual and paper based.
- * Invoice approval was paper based and circulated through campus mail.
- * Weak internal controls

Purchasing Management(continued)

- * Converted Entire Purchasing to Electronic
- * Budget Managers Are Notified By Email of Purchasing Requisitions Pending Their Approval
- * Backup Electronically Stored and Accessible to Managers with One-Click
- * Upon Receiving Approval, Purchase Order is Generated and Sent to Vendor by Purchasing Manager

Similar Improvements Developed in Other Areas

- * Registrar
- * Business Office
- * Development
- * Institutional Research
- * Financial Aid
- * Academic Dean
- * Dean of Students

Organization Benefits

- * Budget spending in control
- * Purchasing process in control
- * Real time information securely delivered to all areas of campus
 - * Average 30,000 page views per day
 - * Used by students, faculty and staff
- * Auxiliary Income from commercially developing Responsive Apps

Commercially Developed

- * We did not want the overhead and expense of maintaining a home grown one off application
- * We converted the application to a single software architecture that can be used by any Banner school
- * Commercially packaged the application into a software product called Responsive-Apps
- * Engaged three other Banner schools as early adopters
- * Expanding to additional schools

Questions

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