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Chatham University
2017 Excellence Award in Operational Efficiency

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Winner of Campus Management's
2017 Excellence Award in Operational Efficiency

chatham
UNIVERSITY

Institution Focuses Resources on Students

Chatham University in Pittsburgh, Pa., had a goal to improve academic scheduling efficiency, reduce data entry errors in enrollment management, and eliminate manual processes. Finding inspiration at the CampusInsight Annual Users Conference in 2016, the institution sought to utilize the workflow component in its student information system to achieve new efficiencies. As a result, Chatham created and implemented three new workflows in CampusNexus®.

A classroom-size workflow now helps in the course scheduling process by reducing errors and ensuring that faculty and students are assigned an appropriately sized classroom for their courses.

With an enrollment management wizard workflow, mismatched and inaccurate data entry errors have been eliminated by nearly 100 percent.

In the first six months, data cleanup tickets went from 109 records to zero new requests.

By implementing a late payment fee workflow, the university has cut out two days' worth of manual processing per month in its Student Accounts office, for an annual time savings of 192 hours per year, and a cost savings of over \$13,000 per year. What's more, they now devote that time to better serving students and working on strategic initiatives that help them succeed.

For improving business processes that positively impact faculty, staff, and students, Campus Management congratulates Chatham University on winning the 2017 Excellence Award in Operational Efficiency.



About Chatham University

Founded in 1869, Chatham University in Pittsburgh, Pa., is a fully co-educational institution with an enrollment of over 2,200 students and more than 60 undergraduate and graduate programs. In 2016, Chatham was named a College of Distinction, which recognizes schools that consistently do a great job keeping students engaged - and preparing them for long, rewarding careers, while limiting the debt they have at the onset.

About Campus Management Corp.

Campus Management is a leading provider of cloud solutions and services that transform higher education institutions. Its next-generation suite, CampusNexus®, includes enterprise-wide Student, CRM, and Finance, HR & Payroll solutions. Today, more than 2,000 campuses in 20 countries partner with Campus Management to transform academic delivery, student success and operational efficiency.



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