



“Campus Management’s Excellence Award recipients have demonstrated that superior achievement and innovation in adopting technology can solve key issues facing higher education today.”

Jim Milton
CEO
Campus Management Corp.

Botho University

Winner of Campus Management’s Excellence Award for Constituent Service

International Client Makes Service a Top Priority

Botho University, Botswana’s largest private tertiary educational provider, has won Campus Management’s Excellence Award in Constituent Service for 2016.

Founded in 1997, Botho serves more than 4,000 students and has trained 16,000 graduates since its inception.

When we think of constituent service, we often think in terms of student services. However, Botho University dramatically improved its employees’ work lives as well, which has resulted in even greater quality of service to students.

Prior to implementing Campus Management’s CampusNexus® suite, including its student information system and CRM solution, Botho University experienced significant challenges in capturing data for



applicants, processing the information, responding in a timely fashion, and providing access to student records. Post-implementation, the institution completely eliminated manual processes and improved accuracy, efficiency, and transparency throughout the institution.

From the Management Information Systems Office, Assessment Department, and the Teaching Excellence Department, to the Finance, Accounts, Student Housing, and Career Services teams, Botho employees have streamlined workflows, reduced data entry errors, and ultimately improved the quality of information and overall service delivery to students.

The Admissions Department has seen a major improvement in time and cost efficiencies after the implementation of Campus Management’s



technology. Applicants now enter data through online student portals and have quick access to accurate information such as class and examination schedules and assignment deadlines. As a result, the department now spends less time entering data and more time advising students.

Finance and accounts personnel efficiently carry out vital tasks such as invoicing, debtor management, finance and payment planning, resource planning for the next semester, budget allocation and distribution, and resource acquisition.

The Student Services Department is better able to monitor student performance, process appeals, and help special needs students, while

the Career Services Department has more comprehensive and accurate information on students to manage internships and help ensure successful employment outcomes after graduation.

Leveraging Campus Management solutions, Botho created an Integrated Management System designed to help utilize a wide range of systems as one cohesive unit. The system provides a more centralized approach to managing operational tasks that play a vital role in helping the institution achieve its primary strategic goal: to facilitate a holistic, life-changing, and life-affirming experience for every learner.

With Botho University's focus on providing students, faculty, and staff a quality experience, Campus Management is pleased to recognize the institution with the Excellence Award for Constituent Service.

Campus Management Excellence Awards

Campus Management has instituted the Excellence Awards Program to recognize five outstanding customers every year for excellence in the categories of constituent service, student success, operational efficiency, innovation, and strategic vision.

About Campus Management Corp.

Campus Management is a leading provider of technology solutions and services which enable institutions of higher education to offer dynamic models of constituent engagement and delivery. Over the past 28 years, Campus Management has supported both proprietary and traditional higher education institutions, including foundations and other campus departments, through its leading student information system; constituent relationship management (CRM) solution; and finance, human resources and payroll solutions.

Campus Management's solutions are specifically designed to provide institutions the flexibility they need to compete in the dynamic higher education landscape by supporting enhancements in education delivery, recruitment and retention, financial aid, finance, human resources, payroll, and regulatory compliance. Today, more than 2,000 campuses in 18 countries partner with Campus Management to unite campuses and workflows, deliver enhanced student outcomes and improve institutional goals.



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