Harford Community College Partners with CampusWorks to Leverage Technology to Enhance Student and Employee Experiences

The Challenge

Harford Community College (HCC) is a complex organization of nearly 1,000 employees that requires sophisticated technology support to keep its administrative functions operating within budget. Located in Bel Air, Maryland, HCC enrolls nearly 9,000 credit students each year, offering more than 80 associate degree and certificate programs. The College also has a large noncredit continuing education and training program that enrolls more than 10,000 students a year. HCC had relied on Ellucian’s Banner enterprise resource planning (ERP) system for years, so when they were faced with the decision to upgrade to Banner 9 or move to a new ERP system, they decided to find a strategic partner to help them objectively evaluate their options.

The Partnership

HCC partnered with CampusWorks, a strategic consulting firm dedicated to higher education, to evaluate the College’s technology infrastructure and determine if the new version of Banner would effectively support the institution’s current and future needs. CampusWorks performed a Second Opinion Technology Assessment, which focused on the College’s overall technology needs, including the Banner ERP system, as well as academic and instructional computing initiatives, IT staffing and organizational structure, customer service, infrastructure/network/security, and the technology environment. The assessment team observed that HCC was equipped with the technology needed to support student success but needed some assistance optimizing its utilization.

CampusWorks’ Assessment Methodology

- Project organization
- Data collection
- Project kickoff
- Focus groups, interviews, and open forums
- “First Look” assessment findings
- Data analysis
- Presentation of findings
Based on CampusWorks’ findings and recommendations, HCC decided to upgrade to Banner 9 with a focus on the student and employee experiences and transform IT to better support organizational success. CampusWorks engaged HCC’s students, faculty, staff, and leadership to create a shared vision of student and employee success and brought the functional areas together to define future-state workflows to realize that vision and drive efficiency.

IT leadership is critical during a period of transformation to ensure the organization is effectively working across the technology, functional, leadership, and policy levels to align operations with the institution’s goals. During HCC’s IT transformation, the institution experienced a leadership gap, and CampusWorks stepped in as interim CIO to oversee the IT organization’s day-to-day operations and lead the transition to Banner 9, reorganizing key operations, realigning team members to better support the institution’s goals, and helping the College recruit and hire a permanent CIO.

Results

As a result of the partnership between CampusWorks and HCC:

- The College achieved an on-time, on-budget transition to Banner 9.
- A 3-year technology plan has been developed, providing a clear sense of direction and a framework for making future technology investment decisions.
- The College has improved the effectiveness of IT operations and services, increased alignment and collaboration with the community to enable the effective use of technology, and hired a CIO to lead the charge.
- A Technology Advisory Council has been created to guide technology initiatives, and a project management approach has been adopted to effectively start and complete technology projects across the organization.
- Banner 9 Student Self-Service has improved students’ online experience by allowing them to be more self-sufficient.
- Banner Electronic Personnel Action Forms have enabled Human Resources to move from paper forms to online approvals and workflow.

With CampusWorks’ help, Harford Community College has enhanced the way they use technology to realize their vision of student and employee success.

Want to get more from your technology?
Contact CampusWorks today for a free, no-strings-attached consultation.