CASE MANAGEMENT SOLUTIONS IN HIGHER EDUCATION

One enterprise information platform empowering students, faculty and staff across the entire campus

ENROLLMENT MANAGEMENT

Distance Learning

One Student Record

Disability Resource Services

Student Advising

Graduate Admissions

University Counseling

INFORMATION TECHNOLOGY

OnBase Checklists for Process Control

IT Help Desk

SENIOR ADMINISTRATION

Legal Contract Management

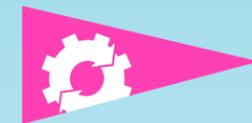President's Office for Correspondence Management

Police Crime Tracking Solution

HUMAN RESOURCES

Faculty Contract Requests

Employee Onboarding

Talent Management

ATHLETICS/ ADVANCEMENT

Athlete Recruitment

Donor Contract Management

BUSINESS OFFICE

Vendor Management

Contract Management

Facilities Project Management

Compliance Management

Asset Management

HYLAND UNIVERSITY
EST 1991

One platform **Unlimited potential**

OnBase®
by Hyland

CASE MANAGEMENT SOLUTIONS IN HIGHER EDUCATION

When department demands outpace IT's capacity to meet them, campus leaders take decisions into their own hands. Every new application in your portfolio adds time, cost and risk that IT must manage, integrate, replicate, secure and maintain. The cycle goes on and on. Break up with business as usual and invest in a case management platform that supports the creation of new solutions across your enterprise.

ENROLLMENT MANAGEMENT

Distance Learning: Manage paper-based correspondence courses without requiring online access in order to support more unique programs serving students with limited access to technology.

One Student Record: Aggregate information from the SIS, LMS, Financial Aid, Advising and supporting CRM solutions across campus to give a holistic view of the student record and support a one-stop-shop model.

Disability Resource Services: Coordinate the requests, permissions, documentation, equipment and services needed to support students on campus with special needs.

Student Advising: Support students with a holistic advising experience that documents advising staff interactions with the student, recommendations, notifications and communications with faculty to ensure student retention and completion.

University Counseling: Replace Access databases and Excel spreadsheets with a highly secure application that manages student appointments, counselor comments, automatic notifications and reminders and easily leverages data from SIS and CRM solutions.

INFORMATION TECHNOLOGY

OnBase Checklists for Process Control: Use a checklist approach to facilitate effective process completion while supporting quality control objectives and enforcing accountability by automating the assignment of tasks and tracking completion.

IT Help Desk: Effectively manage and respond to IT issues submitted across campus, with visibility into outstanding requests, better task management for support staff, access to historical information to analyze trends and reporting capabilities to make better decisions about assignments and system issues.

SENIOR ADMINISTRATION

Contract Management: Track the entire lifecycle including iterations, legal approval, VP required notification/approval and renewal of contracts with a full, detailed audit trail.

President's Office for Correspondence Management: Keep a history of official correspondence from the Office of the President as needed with a records management retention/deletion strategy around correspondence.

Police Crime Tracking Solution: Track on-campus incidents that are managed by campus police with notifications to necessary parties on campus and documentation of the incident, resolution and outcomes.

HUMAN RESOURCES

Faculty Contract Requests: Manage full-time, part-time and adjunct faculty contract process management, including contract initiation, notifications, approvals, gathering of new employee documentation and checklist updating to the HCM.

Employee Onboarding: Beyond initial onboarding and gathering of required documentation, manage a longer-term onboarding strategy including mentoring, reminders of surveys and notifications. This allows customization of the process to the type of employee (faculty, adjunct, part-time or full-time staff).

ATHLETICS/ADVANCEMENT

Athlete Recruitment: Manage specific athlete details as coaches make the rounds to visit recruits and document their observations, conversations and recommendations. Providing this information to admissions counselors supports a seamless admissions process with a full audit trail to ensure compliance.

Donor Contract Management: Also known as gift agreements, document the specific contract requests associated with a major gift starting with an online form that initiates the process with all required information. Manage the contract lifecycle through approvals and legal with a permanent record of the final donor agreement.

BUSINESS OFFICE

Vendor Management: What documents or communication do you need vendors to receive? What documents do you need to collect? Create a comprehensive digital vendor file so you can better manage the vendor relationship and ensure best practices across the campus.

Contract Management: Track the entire lifecycle including iterations, legal approval, VP required notification/approval and renewal of contracts with a full, detailed audit trail.

Facilities Project Management: Keep a holistic view of facilities projects and requests incorporating data from your finance system and niche solutions on campus with a full audit trail.

Asset Management: Manage fixed assets in OnBase with details from the finance system and associated documents, eliminating the need for niche solutions. Check-out and check-in of assets are fully documented.

For more information, visit **OnBase.com/HigherEd »**

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