



CASE STUDY

QUEENSBOROUGH COMMUNITY COLLEGE

Integrated Student Services


ExLibris
campusM

“It’s been a great experience. Other vendors I looked at took a ‘plug and play’ approach: if you don’t fit their plug then you don’t get that feature. The campusM Platform was the only one we found that would work with all our data sources. The project management was outstanding, and they took great care to tailor campusM features to our College’s needs.”

RAJ VASWANI, PROJECT MANAGER/IT SENIOR ASSOCIATE, CITY UNIVERSITY OF NEW YORK QUEENSBOROUGH COMMUNITY COLLEGE



QUEENSBOROUGH COMMUNITY COLLEGE (QCC) CHOSE THE CAMPUSM PLATFORM TO INTEGRATE THEIR WIDE RANGE OF DATA SOURCES – INCLUDING PEOPLESOFT AND ACTIVE DIRECTORY– INTO A SINGLE POINT OF SERVICE THAT GIVES STUDENTS REAL-TIME ACCESS TO THE INFORMATION THEY NEED ON A DAILY BASIS.



CUSTOMER GOAL

Make key University services available across all channels



campusM RESPONSE

Integration of PeopleSoft and other student data sources



SUCCESS INDICATOR

Overwhelmingly positive response to integrated, customized solution

ENGAGEMENT


- Consultants developed and tested connectivity to PeopleSoft data, LDAP, and Active Directory
- In-depth planning and implementation work on-site with QCC marketing and technical staff
- Comprehensive project management, calls, and emails to track progress in lead-up to deployment


KEY DELIVERABLES

- My Grades and My Schedule – Personalized schedules and results derived from PeopleSoft data
- My QCC Advisor and Talk To Us – Part of College-wide strengthening of support channels
- OneCard – Integrated real-time view of card-based account – a huge benefit to students


OUTCOMES

- Full engagement and positive feedback from students
- Advisement Services promote app to freshmen as part of registration process
- Large numbers of existing students and freshmen registered even before start of semester

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