St. John's Embraces Ellucian Intelligent Processes

Ellucian is changing the face of higher education technology with Ellucian Intelligent Processes (EIP), a no-code solution for bulk task assignment, account holds, workflows, and other processes. St. John's University in Queens, New York, is adopting EIP and sees a lot of value in Ellucian's game-changing solution. Maura Woods, Associate Vice President of Business Process and Enterprise Applications, explained how the school was going through its modernization journey. As they migrate to SaaS, the school is both evaluating and lightening its load of customizations they've made over the last 25 years.

"EIP with its no-code features is making it very easy for us to modernize the whole experience of presenting information (tasks) and collecting data from students and employees," Woods said.

Creating new workflows will also be transformative when it comes to HR Onboarding and Offboarding tasks. Making it straightforward to build checklists that are easy to follow and include critical actions will significantly improve the employee experience. St. John's has started with simple tasks like ensuring new employees sign a wage acknowledgment form.

"EIP is a big time saver and simplifies the process for students and staff. It can present you with your information and ask 'Have you acknowledged that you've read it and accepted it?'," she said. "There are many things on the student side that are similar to that; EIP is really going to help us meet that need."

St. John's University

Case Study

Main Challenge

St. John's aims to modernize how they present information (tasks) and collect data from students and employees.

Solutions

Ellucian Intelligent Proesses

Results

- Improve student and employee experience
- Increase productivity
- Save time for IT to become more strategic

But that's only the beginning. EIP also improves the student experience by shifting the focus from holds to driving tasks. Students don't want to think about holds—they want to register, have money to pay the bills, and be ready for class. This technology changes how students interact with the institution by focusing on outcomes.

Making the Entire Institution Successful

Nikhil Philip, Associate Director of Administrative Applications, was also quick to praise EIP. "The foundation is very empowering. It's a no-code solution where users can start building workflows on their own without worrying about writing any code and can positively impact the experience for students, faculty, and staff."

Philip saw a live demo of EIP at Ellucian's eLive conference in 2023 and what he witnessed piqued his—and countless other Ellucian customers'—interest. Of course, its ease of use for those who are less tech-savvy was a big factor.

> "EIP is going to significantly increase our productivity. I like that we can give a business analyst or non-technical user on my team, who's not a developer, the opportunity to build a workflow, improve a process, and simplify it. Then, they can partner with a technical person to build the Data Connect APIs, that's HUGE!"

Woods agreed. When it comes to composing forms, automating tasks, and building approval workflows in EIP, she said that being able to delegate so much of the "front-end work" to business admins will save her team valuable time and resources. Until now, they've had to handle the full workload themselves.

Gindi emphasized that, "The school's move to SaaS aims to cultivate greater autonomy within the business units at St. John's, lessening their need for extensive IT support. This opens up time for the IT team, so we can focus on the next big thing."

Building Better Processes

Woods, Philip, and Gindi are all already working with EIP to simplify the lives of the IT team and bolster student success. For example, every semester before a student pays their bill, the student must fill out a Student Financial Responsibility Agreement and confirm their bill. St. John's staff are utilizing EIP and Ellucian Experience to automate this task and streamline the process.

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Philp shared, "SaaS setup was seamless, once we got access no setup was required we just gave permissions and started using the product right away. One quick win was that it is now very easy for us to have all students accept financial responsibility before they start a term."

EIP's user-friendly interface and experience have encouraged St. John's staff to plan several other ambitious projects, such as building databases of employee campus addresses and both students' and employees' emergency contact information.

"It's really going to help us better engage our constituents and make sure they take action," Woods said. "EIP enables us to present tasks to our end-users organized in the way that they need to complete them; it nudges them and is presented every time they log in."

Lightening the Load for Higher Ed Institutions

Ellucian empowers customers with intuitive solutions that solve real-world problems, and EIP is no exception.

> Gindi shared, "EIP is a critical solution that will increase efficiency for the university. It's also giving us new ideas as we re-architect business processes, which will ultimately help the institution better support students and achieve its goals."

Moreover, St. John's staff agreed that Ellucian support has been with them every single step of the way to help them realize the full potential of EIP.

"Ellucian has been a great partner as we adopted EIP. We were able to give a lot of feedback at early stages, and see that Ellucian is invested in listening to us and building the best possible product for higher education," Woods said.

Evolving Past Customizations

EIP's broad range of capabilities will allow users to move past time- and labor-consuming customizations that they've needed to build in the past for other software. This bold leap forward has will save higher education institutions resources and money.

"We're getting away from our PL/SQL processes that were custom," Woods said. "We also have a lot of scripts that do a lot of automation because we're such a large school. EIP is going to help us sunset those customizations and provide a modern SaaS way of doing them.

That's really where the difference is going to be: We get rid of this technical debt, these scripts that you have to maintain, and you put it into a tool that people understand."

Titles for authorization, confidentiality agreements for onboarding, and final high school transcripts and vaccination records for new students are all examples of processes that needed customizations within St. John's software in order to work. SaaS moves beyond customizations and EIP is here to help.

> "This gives us a huge opportunity to look at all of the technical debt collected over 25+ years and de-customize it in a modern SaaS safe way without re-engineering; A must-have for any customer moving to SaaS," Woods said.

St. John's is set up for success with Ellucian Intelligent Processes and they couldn't be more excited to continue their journey with it in the years to come. Their thoughts on EIP are nothing short of exuberant and they see many possibilities for it benefitting their institution in the future.

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