

Park University

Meeting the Needs of a Global Student Body

Park University, a private institution based in Parkville, Missouri, has become a pioneer in using innovative learning approaches to meet the diverse needs of a rapidly-expanding student population. The campus in Parkville, Missouri is home to 1,500 students in the University's traditional liberal arts, four-year coeducational program. Another 1,500 students participate in the University's non-traditional evening and weekend program.

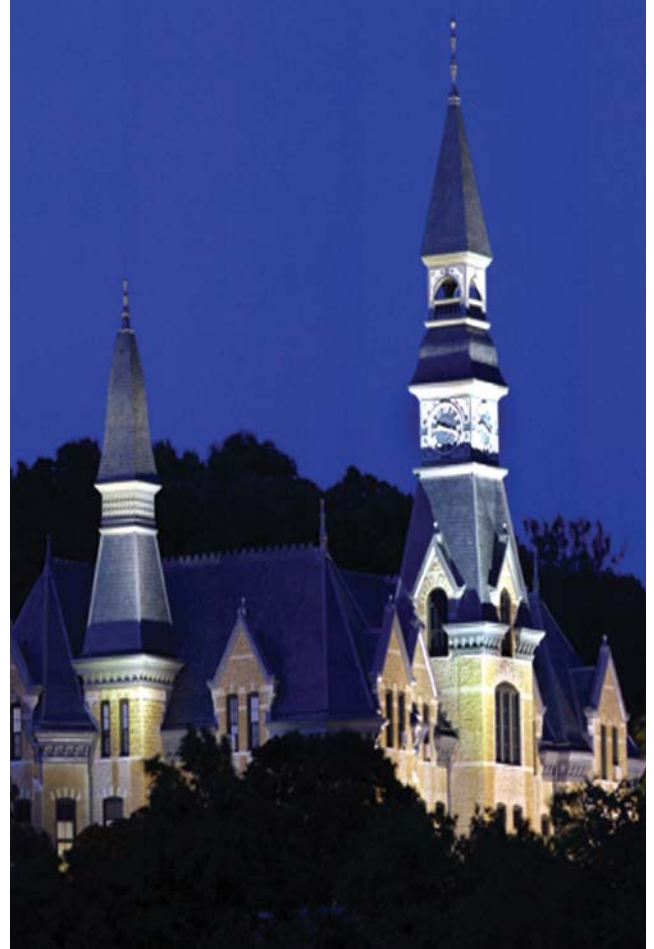
What makes Park University unique is its 41 campus centers across the United States and its distance learning programs, offered online to students throughout the world. Together these programs provide opportunities for education to more than 22,000 students—and 60 percent of those students are on active military duty today.

Providing responsive technology services while growing from a student body of 1,500 to a 41-campus national institution during the past seven years has been a challenge for Sara Freeman, Director of Information

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Sara Freeman, Director of
InformationTechnology Services

Technology Services. According to Ms. Freeman, it is crucial that the same high level of services be provided to all students and staff, wherever they are. “With our ‘One University’ approach, we think of Parkville as just another Campus Center,” the Director says. “All of our administrators and all of our faculty, wherever they may



Park University Campus, Parkville, Missouri

be, are instrumental to our students' learning experience, and deserve the same level of support.”

Central to the IT structure throughout this dramatic growth has been Jenzabar CX. Jenzabar CX is Jenzabar's next-generation Java®-based enterprise software system, a foundation with an extremely powerful infrastructure that utilizes a middle-layer application server for a multi-tiered configuration. At Park University, the system is used to manage Admissions data, Registrar functions, Financial Aid, and Accounting for all Campus Centers.

To support all the Centers, the University implemented a Jenzabar portal solution and named it the Online Park Enrollment Network (OPEN). Based on Jenzabar's Internet Campus Solution™, OPEN allows students to register for classes, check grades, check account balances, pay via credit card, run a degree audit, and view their transcripts. The faculty uses OPEN for registering students, advising, managing grades, and submitting attendance information.

Now the program has been expanded into every area of the University, including academic offices, Accounting, and Human Resources. Every document that comes to the University is scanned and classified. If that document type has a work queue, it is forwarded electronically to each person who has to act on it in turn, until it is completed and placed in a repository.

Administrators can easily find any document related to a student throughout each student's lifecycle, from the time students apply to the University to the time they make contributions as alumni. All document

management is very closely tied to the Jenzabar system. An administrator working in the Jenzabar CX system can press one key and view all the associated documents. Transcripts and other documents are accessible to all campus centers simultaneously, eliminating mail delays and lost paperwork.

“We are about as close to being a paperless operation as possible,” Ms. Freeman explains. “This has resulted in faster, more accurate administration and higher student satisfaction. The scalability of the Jenzabar software that has enabled us to grow like this is simply amazing,” she adds. “We take our system up-time and availability very seriously. We grew the University on Jenzabar and we run the University on Jenzabar. It is the center of all our IT services.” ■

Total Campus Management

Jenzabar's Total Campus Management (TCM) framework meets the unique business needs of higher education with a comprehensive approach to software and services, from a front-end campus portal to fully integrated, functionally-rich enterprise systems. Each custom-tailored TCM solution is built from Jenzabar's integrated ERP, campus intelligence, Internet portal, and constituent relationship modules. Total Campus Management offers colleges and universities Jenzabar's i3 advantage-integrated, intelligent, and Internet-based solutions-to help manage the demands of the 21st-century campus.

Jenzabar, Inc.

Jenzabar, Inc. is a leading provider of enterprise software and services developed exclusively for higher education. With more than 30 years' of combined experience offering technology solutions to colleges and universities, Jenzabar is the trusted partner of choice to 700 campuses worldwide, including private liberal arts, state, and community colleges and business, medical, law and other graduate schools. Jenzabar is headquartered in Cambridge, Massachusetts, with regional offices located across the United States. For further information, please visit www.jenzabar.net.