

Carthage College Transforms the Student Experience with Workday

THE CHALLENGE

Carthage College's technology was at end-of-life, no longer meeting student expectations or being leveraged for student success

Carthage College, a four-year private liberal arts college in Kenosha, Wisconsin, was operating with a dated ERP and student information system. They recognized an opportunity to leverage new technology to improve business processes, gain transparency and flexibility, and empower students, faculty, and staff.

The college prioritized improving the student experience and meeting the expectations of students who are used to sleek digital and mobile experiences.

“ We spent a lot of time selecting an implementation partner for Workday Student because we knew this was going to be a major change, the kind the college hadn't done in over a decade. We needed a partner with the expertise to guide us through the implementation, and the patience to share the art of the possible, while still moving quickly. Avaap did all of that and more.”

**-Michelle Hobbins, Carthage College
Associate Vice President of Information Technology**



CARTHAGE
COLLEGE

quick stats

2,700+ students

75+ areas of study

Named a 2024 best college by the *Wall Street Journal* and *The Princeton Review*

benefits

-Improved accessibility and transparency

-Increased collaboration between departments

-Flexibility for the future



SOLUTION: WORKDAY STUDENT

After an evaluation process of potential software solutions, Carthage College selected the full Workday platform to transform every aspect of operations from accounting, HR, payroll, and student processes. Workday provides a strong, safe, and secure multi-tenant environment and is a true analytics-based solution that makes reporting accessible. Carthage selected Avaap to partner with them on their Workday Student deployment, kicking off in Summer 2021. Recognizing that transformation is more than a technology change, Carthage also partnered with Avaap to lead change management efforts.

With Workday Student, Carthage meets students where they are to provide an individualized experience. Workday Student also provides Carthage with the ability to adapt and respond to change with a flexible foundation and real-time insights. Partnering with Avaap's market-leading change management team, the college was able to align on sponsors, engage stakeholders, and communicate across the college, activating a change agent network, and providing training sessions for academic leaders and students.

RESULTS: STREAMLINED, MODERN, AND EFFICIENT STUDENT INFORMATION SYSTEM

With Workday, HR, finance, payroll, and student processes are standardized and collaboration between departments has increased. The Carthage staff reduced time spent on tasks that used to be manual processes. The team has access to dynamic analytics and reporting now happens at essentially the click of a button. Workday enables Carthage to accommodate flexibility for the future, allowing the college to continue to grow through new and innovative programs and institutional partnerships.

For students, registering for classes and accessing important financial information has never been easier. The new platform promotes a positive student experience, promotes student success, and allows faculty and staff to focus their time on supporting and engaging with students.

Here is what end users have to say:

"We are spending more time on student retention and recruitment, rather than record-keeping and chasing down paperwork. Workday provides the workflow and reporting features that help us with analysis, and to focus on what is most important – our students."

– Abby Hanna, Executive Vice President for Administration

"Workday has made the student experience more transparent and more equitable. Students and faculty have self-service, which keeps things organized. Students can create saved schedules to organize their interests and simplify registration. They can participate on a system-managed waitlist for filled classes and have full access to their status towards graduation." – Brandon Porter, Registrar

"I am really happy with the changes to Workday. My financials, class registration, grades, and payroll are all in one place and it is so user-friendly!" - Nicole Bibba, Political Science Major, Class of 2024

CARTHAGE COLLEGE is raising expectations for a private college experience. It blends the best liberal arts traditions with desirable degree programs, transformative learning opportunities, personal attention from distinguished faculty, and a focus on career development, which makes its graduates competitive in the workforce. Carthage has undertaken a \$100 million fundraising campaign, "Light That Travels," to deliver a radiant future for students through access, program innovation, and sustained excellence. Founded in 1847, Carthage is located on an idyllic shore of Lake Michigan in Kenosha, Wisconsin, in the thriving corridor between Milwaukee and Chicago.

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Avaap is an industry-focused management and technology consulting firm with experience in Workday, Tableau, and other applications. We offer full life cycle expertise from strategy and system selection through post-production support, including data analytics and a dedicated team with the skills and experience in planning and delivering successful change management programs. Organizations ranging from medium-sized businesses to large enterprises, including health systems, higher education institutions, and government agencies have partnered with Avaap for successful transformation. To learn more, visit www.avaap.com