# LOUISIANA COMMUNITY & TECHNICAL COLLEGE SYSTEM

**Changing Lives, Creating Futures**

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**TO:** Dr. Monty Sullivan
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**FROM:** Joseph F. Marin
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Dr. Emily Campbell
Interim Chief Enrollment Management Officer

APPROVED
LCTCS BOARD OF SUPERVISORS
6/14/17

**SUBJECT:** Strategic Sustainability and Growth Initiative 2B- Enterprise Services

**DATE:** 06/13/2017

## FOR BOARD ACTION

**Recommendation:** Staff recommends that the Board authorize implementation of additional enterprise services, as approved by the Leadership Team.

**Background:** Over the past five years the LCTCS has embarked upon several enterprise services in an effort to be more efficient. In 2013, the LCTCS implemented Banner and centralized several Human Resources and payroll functions. These services are estimated to have saved the System approximately $30,000,000. Last year, the LCTCS established an enterprise student services division (which includes a call center) to handle admissions processing for the colleges. Given current fiscal constraints and the System's positive experience with enterprise services thus far, the Leadership Team has considered additional services that would allow the LCTCS and its member colleges to continue to serve students, grow enrollment and operate more efficiently. The following list of new enterprise services was approved by the Leadership Team.
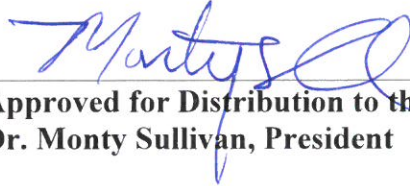
- Loading ACT scores into Banner
- A multichannel (call, text, online live chat, and email) information center (building off of the already developed call center)
- Financial aid processing
- Processing of incoming transcripts from transfer students
- Purchase and implementation of an electronic degree audit and advising tool
- Program health and campus sustainability reporting
- Internal reporting (to include the development of electronic dashboards for strategic planning)
- Alumni outreach and annual fund campaigns
- IT disaster recovery
- Network engineering and security services

**History of Prior Actions (Board or Leadership Team):** The Board approved strategic sustainability and growth plan recommendations at the March 2017 meeting.

**Fiscal Impact:** TBD

**Benefits to the System:** Providing additional enterprise services will allow more time for college staff to focus on enrolling new students and retaining existing students.

_____     6-14-17
**Approved for Distribution to the Board**     **Date**
**Dr. Monty Sullivan, President**