

Customer Success Story

Toccoa Falls College Goes Live With Jenzabar One On Time and With Training Hours To Spare

About Toccoa Falls College

Toccoa Falls College is a small private Christian liberal arts college in Toccoa Falls, Georgia. The college offers undergraduate and graduate degrees in a variety of fields, the most popular of which are ministry, business administration, nursing, and counseling psychology. Serving a close-knit community of around 600 traditional-aged undergraduates, the college also has a robust online graduate degree portfolio as well as several fully online undergraduate degrees. <https://tfc.edu/>

Challenges Before Jenzabar One:

- ▶ Lack of data integration between modules made it difficult to gain a holistic view of college operations.
- ▶ Difficulty in generating reports hindered informed decision-making.
- ▶ Reliability issues resulted in frequent IT workarounds, inefficiencies, and frustrations.

Benefits of Jenzabar One

- ▶ Enhanced data integration across various departments.
- ▶ Improved data-driven decision-making thanks to the ability to produce comprehensive reports.
- ▶ Increased efficiency by automating workflows and providing staff with intuitive functionality.
- ▶ Reduced IT workarounds, freeing up staff to focus more on strategic initiatives.



Like many campuses across the country, Toccoa Falls College (TFC) was operating on a legacy ERP system that hindered the college's efficiency and growth. In particular, the system lacked integrations between modules, resulting in data silos and making it more difficult for the college to generate the comprehensive reports it needed to make informed decisions. To make matters more pressing, the college's ERP was approaching end of life.

"Our system just wasn't meeting our needs anymore," said Neill Surles, Database Administrator at TFC. "Data wasn't flowing smoothly, reports were cumbersome to generate, and the system itself wasn't reliable. This led to a lot of IT workarounds, taking valuable time away from strategic initiatives."

Recognizing the need for a modern and integrated system, TFC assembled a search committee. The need for a system that surpassed the limitations of its previous system led to Jenzabar One.

"Jenzabar was our frontrunner. We felt like they really listened to us and answered our questions," said Donovan Smith, TFC's Director of Financial Aid. "And especially from an implementation perspective, it looked like we were going to get the best experience with Jenzabar."

Whereas other vendors expect users to handle their own data conversion and training, Jenzabar's Implementation Team handles everything—data mapping, conversion, validation, deployment, and more. The team leverages Jenzabar's 40+ years of higher education experience to create a comprehensive list of best practices for communication, end-user testing, and process validation. Additionally, Jenzabar's Implementation Team is comprised entirely of experts who once worked in higher ed.

Leveraging Support From a True Technology Partner

One of the key factors in TFC's implementation success was the collaboration that occurred across the college's own departments, which streamlined the implementation process and fostered a sense of ownership and buy-in among stakeholders. Additionally, Toccoa Falls College built a strong, collaborative partnership with Jenzabar. During initial meetings, Jenzabar consultants paid close attention to TFC's pain points and offered a comprehensive implementation plan which included elements like user training, data migration with quality checks, and ongoing support.

And Jenzabar didn't simply implement a one-size-fits-all solution. Recognizing the unique needs of TFC, Jenzabar worked closely with the college's internal team to ensure Jenzabar One was configured to optimize workflows across various departments. "The support from Jenzabar has been fantastic," said Smith. "They really worked with us to make sure the system was working for us and that we were getting what we wanted out of it."

Surles agreed and commented that many people on Jenzabar's team had gone the extra mile. In one example, the Registrar had a specific way of inputting transfer credits that at first seemed incompatible. Rather than require the Registrar to come up with a new way of inputting transfer credits, Jenzabar consultants put in extra hours to ensure the system worked the way TFC's Registrar needed it to.

"The flexibility of the consultants to run through options and genuinely help us find the best solution meant that we were able to keep to timelines and make sure our staff were reasonably prepared for go-live" said Surles.

Looking Several Steps Ahead

It didn't hurt the implementation process that Surles, Smith, and the team at TFC made sure to follow the instructions and timelines laid out by Jenzabar. As the project manager, Surles made certain that his team was diligent in doing their part. Before their calls with consultants,



Not only were our consultants collaborating with me in working towards a goal, but they were also working with each other. If one of them didn't have an answer, they didn't hesitate to pull a colleague in, even if that colleague wasn't working on our case."

Donovan Smith
Director of Financial Aid
Toccoa Falls College

Surles and his team would train in the system so that their questions could be more targeted. The team also did their best to pace themselves, making sure that meetings with the implementation consultants were focused and that there was as little information overload as possible.

This combined, practiced approach ensured that TFC went live with Jenzabar One on time and with training hours to spare. Now, TFC is leveraging a modern, integrated ERP system that meets the institution's needs, allowing it to innovate and grow.

Find out more

📞 1.800.593.0028
✉ info@jenzabar.com
🌐 jenzabar.com

111 Huntington Avenue Suite 530
Boston, MA 02199



Jenzabar®