

Customer Success Story

University of Jamestown Grows Enrollment and Streamlines Operations With Jenzabar One SaaS

About the University of Jamestown

Situated in Jamestown, North Dakota, the University of Jamestown was founded in 1883—which makes it three years older than North Dakota itself. The University offers its 1,300+ students more than 70 degree programs, including associates, bachelors, masters, and doctoral degrees.

<https://www.uj.edu/>

Challenges Before Moving to Jenzabar One SaaS

- ▶ Inefficient operations.
- ▶ Reliance on manual processes.
- ▶ Difficulty keeping up with system updates.
- ▶ Struggled to adapt to changing student and staff needs.

Benefits of Moving to Jenzabar One SaaS

- ▶ Experienced cost savings from new efficiencies and automations.
- ▶ Offered 20 new programs thanks to the ability to scale systems.
- ▶ Increased online enrollment by 127% by expanding online programming.
- ▶ Increased overall enrollments by 15%.



For smaller institutions like the University of Jamestown, keeping pace with rapidly evolving technologies and student needs can be a challenge. As a longtime member of the Jenzabar Family, the University of Jamestown was using an on-premises version of Jenzabar One. And while Jenzabar regularly released updates to improve efficiencies and meet institutional and student needs, the university's lean IT staff sometimes faced challenges when implementing software upgrades.

In 2019, an opportunity arose for the university to make a change. Several new campus leaders were onboarded and looking for ways to improve operations and institutional efficiency. Wanting to continue its partnership with Jenzabar, the University of Jamestown decided to move to Jenzabar One SaaS: an end-to-end system of integrated cloud ERP, SIS, and point solutions hosted in the cloud.

Jenzabar One empowers campuses to streamline operations, improve efficiency, enhance student experiences, and drive institutional success. With Jenzabar One SaaS, Jenzabar runs the software in the Jenzabar Cloud and handles all system administration tasks, including applying automatic updates. Additionally, Jenzabar One SaaS provides more security and scalability than an on-premises platform.

Getting Up to Date and Up to Speed on an End-to-End Solution

The University of Jamestown uses Jenzabar One across all facets of its campus operations—from student life to registrar, from retention to finance to human resources. This means that the shift to Jenzabar One SaaS positively impacted the entire institution. With Jenzabar One SaaS, the university was able to upgrade to the latest version of Jenzabar One and ensure it was using the most current tools and features available. The new cloud-based system also allowed the University of Jamestown to automate previously manual operations, improving efficiency in the registrar, business, and student life offices, among others.

Improving Operations and Enrollment in Parallel

After moving to the cloud, the University of Jamestown began expanding its online course offerings just before the COVID-19 pandemic struck. Because they had a new online program already in place, the university had little issues moving its operations and classes online when the pandemic forced institutions to shut down in-person operations. Their new system could easily accommodate multiple types of programs and adapt to a remote workforce.

As it continued to utilize Jenzabar One SaaS in the pandemic's wake, the University of Jamestown saw substantial growth. Moving to the cloud enabled the university to introduce more than 20 new programs, including a popular leadership program. Online enrollment increased by 127% and total enrollment increased by 15%. Additionally, because the university had Jenzabar One in the cloud, it was able to seamlessly scale its system to meet the needs of its growing campus.

Maximizing Efficiency and Cost Savings

As a campus grows, so must its staff, which is why growth often introduces more expenses. However, thanks to the efficiencies realized with Jenzabar One SaaS, the University of Jamestown grew without needing to hire additional staff. In fact, between turnover and new hires, the university's IT team actually decreased in size from five full-time employees to four.

But while having a smaller staff contributed to cost savings, it also posed challenges. Some processes that could have been automated were still being performed manually, and the university found itself not fully utilizing the capabilities of Jenzabar One. Looking to become more efficient and knowing that Jenzabar regularly updates its system to aid campus efficiency, the University of Jamestown invested in Jenzabar consulting, which helped educate staff and keep them up to date on the latest system improvements.



Switching to a cloud-based SaaS model has been a game changer for the University of Jamestown, giving us the flexibility to focus on improvements without the burden of managing servers or infrastructure."

Chris Hoke, CIO
University of Jamestown

"As you sit through a training, you can see the lightbulbs go off in the heads of your staff," said Chris Hoke, CIO at the University of Jamestown. "They realize that they can automate processes we were doing manually, which saves us a tremendous amount of time." For example, during training for the business office, staff learned more efficient ways to process refunds, course fees, and fee tables, significantly reducing the time spent on these tasks.

Maximizing Value Through Partnership

One of the advantages of a Jenzabar partnership, says Hoke, is that you not only have access to and relationships with product managers and consultants, but you have access to an entire network of Jenzabar schools.

"With Jenzabar, you really feel more like a partner than a customer. When you're a customer, it's like, 'Here's your product.' But as a partner, you feel like you can reach out to anyone at Jenzabar. I can send an email to a developer and ask a quick question; I can attend an office hour or reach out to another institution. We're all a part of the family."

Find out more

☎ 1.800.593.0028

✉ info@jenzabar.com

🌐 jenzabar.com

Jenzabar, Inc.
111 Huntington Avenue
Suite 530
Boston, MA 02199

