



PRAIRIE VIEW A&M UNIVERSITY

A Member of the Texas A&M University System

February 14, 2006

OFFICE OF BUSINESS AFFAIRS MEMORANDUM No. FY06-12

Distributed via Campus Email

MEMO TO: University Faculty, Staff and Students

FROM: Mary Lee Hodge
Vice President for Business Affairs

RE: **BENCHMARKS ANNOUNCEMENT (VER 6)**
BENCHMARKS - READY TO SET NEW STANDARDS IN CUSTOMER SERVICE

Prairie View A&M University and the Office of the Vice President for Business Affairs is pleased to announce the launch of BENCHMARKS, a university initiative designed to improve administrative and academic functions in the areas of administrative student services, financial aid processes and alumni affairs. With the acquisition of the Systems & Computer Technology Corp. (SCT), Banner suite of administrative software for Student, Financial Aid and Alumni; and the project implementation partnership with SunGard Collegis, the university expects BENCHMARKS, which stands for Banner is Essential to Necessary CHanges, Making Advancements in Relationships, Knowledge and Services, to usher in new standards in customer services in the administrative student services, financial aid and alumni arenas.

The primary mission of BENCHMARKS is to fulfill Prairie View A&M University's requirement for a fully integrated suite of administrative systems that is web-centric. The Banner suite will allow for the most flexibility and functionality across all college departments and functional users including students, alumni, faculty, staff, and those users outside Prairie View A&M University that seek appropriate information about the University.

Some important objectives of the project are: enhanced customer service and data integrity, consistency of results, and faith in the quality of data; accurate, detailed, and speedy access for students and faculty to whatever information they need; reduction in the use of paper forms and manual data entry and re-entry; reduction in staff time spent handling routine inquiries; and reduction in the reliance of functional staff upon technical staff for administrative information needs.

Prairie View A&M University and SunGard Collegis will co-manage the Banner implementation. BENCHMARKS Project Managers will be Christa M. Molloy of PVAMU and Ray Quattlebaum of SunGard Collegis.

Mrs. Christa Molloy has over 20 years experience in higher education working at all levels beginning with the Chancellor's Office of The Texas A&M University System. Her experiences on the Prairie View A&M University campus include working in the Office of the President, the Dean's Offices of the College of Business and the College of Engineering, the Alternative Teacher Certification program, ACCESS, the Office of Testing, Tracking, Assessment and Evaluation, and University College. She currently serves as the Associate Registrar for Operations and has been instrumental in moving the office and the University forward in the use of technology to improve results. Her efforts have focused on faculty and student web services such as web grading, web registration, and on-line degree audits. She has also been actively involved with other technologies such as document imaging of academic records.

Mr. Ray Quattlebaum is an experienced computing professional with over 30 years in management and technology. With Collegis, Ray was a Project Manager at Utah State University (USU), As the senior manager on site, Ray served as the Executive Director at USU and managed all client matters, Collegis activities, and consulting personnel at that site. Formerly with SCT, Ray implemented numerous Banner implementations (Eastern Kentucky, Mississippi Gulf Coast Community College, Mississippi University for Women, and Meridian Community College). Having served as SCT's Account manager for Mississippi and Alabama he was also the Account Executive in the southeast.

Realizing that PVAMU desires to be the premier educator in the area, the BENCHMARKS project can accelerate our efforts to advance our customer services for student (both current and prospective). *There is a* keen recognition of the relationship of alumni and *this* will be a focus too!

To be successful, we will need support from all members of the PVAMU family. We will communicate, more of this exciting new effort in the coming weeks. As a team, please be prepared to help us ensure we meet our goals for a successful future for PVAMU. We look forward to hearing from you so we may serve the growing needs of the University.

The BENCHMARKS project offices will be located in the Gilchrest Building, Suite 116. Questions about the project can be directed to Christa Molloy by calling 936/857-3896 or by [email: BENCHMARKS@pvamu.edu](mailto:BENCHMARKS@pvamu.edu). Future communications about the project will be posted to the project website