

# Slate CRM Implementation



## INSTITUTIONAL PROFILE

Seton Hall University is a private, Catholic university in South Orange, New Jersey. Founded in 1856 by then-Bishop James Roosevelt Bayley and named after his aunt, Saint Elizabeth Ann Seton, Seton Hall is the oldest diocesan university in the United States. Offering Undergraduate and Graduate programs including a Law School, the University has eight colleges. This project focused on the College of Health and Medical Sciences.

## CHALLENGE

Seton Hall needed to replace inconsistent and highly manual integration efforts. The current processes resulted in documents rarely being moved. As a result, the enrollment picture for graduate admissions was incomplete to the extent executives had an unclear view of the admissions funnel. Specifically, the university need a daily automated integration of data and documents from the Liaison UNICAS Speech Language and Pathology CAS (SLPCAS/CSDCAS) and Physical Therapy CAS (PTCAS) programs.

## SOLUTION

To update their systems, the university engaged SIG to help. By implementing Slate CRM, SIG helped to automate and streamline the university's communications. As well as automated the data and document transfer among the university's CAS programs.

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## BENEFIT/VALUE

The project removed an inconsistent and highly manual process of moving data between two systems. Documents were able to be managed better and the enrollment picture for graduate admissions was significantly improved. Administration now has a clear view of exactly how many students are applying and admissions operations had manual processes eliminated. Applications now load automatically and the transcripts stage to Batch Acquire allows for quick processing of the fields that need to be completed before a transcript goes into the system. Better ability to make necessary decisions and more coordinated decision letters will benefit both the University and potential students.



## How SIG Can Help!

As a **Slate Platinum Partner**, we can provide the following services:

- Diagnostic review and assessment of business practices and how they align to the parts of Slate that will maximize ROI and staff effectiveness.
- Expert understanding of the Banner architecture and how to use the APIs to connect the data.
- Expedited implementation to align with institution goals and needed functionality for just-in-time deployment.
- Advanced implementation to assess and build custom campaigns, events, applications and configure workflows.
- Training sessions targeted to your specific business cases to amplify your Slate instance.
- SIG Banner consultants to build an interface to bring over more data into the Slate system beyond the original admissions needs and develop structures within Slate to hold the data.