

## SunGard Higher Education Banner Helps Universidad Privada Antenor Orrego Increase Efficiencies and Improve Student Satisfaction by 80 Percent

By providing 24x7 access to information and resources, Universidad Privada Antenor Orrego (UPAO) has increased student satisfaction by 80 percent and has positioned itself as the most technologically-innovative university in Peru. The outcomes are the result of implementing the Banner administrative system and its self-service applications from SunGard Higher Education.

"We have made the university efficient through the availability of online information and positioned UPAO as the most technologically-advanced university in the region," said Dr. Guillermo Guerra Cruz, president of Universidad Privada Antenor Orrego.

UPAO was the first institution in Peru to license a large-scale ERP system with self-service Internet applications. After implementing the system, UPAO surveyed its students to gauge their satisfaction with the services provided. The students reported an 80 percent increase in satisfaction.

"Banner lets us provide better service to our constituents by giving them speedy and effective access to reliable information, for both their academic and administrative needs. It enables us to provide better and more personalized service to our students and faculty," said Dr. Guerra.

Equally important, by using Banner during their university career, students are becoming more tech savvy. This will enable them to more easily navigate the technological infrastructures within any global industry in which they are hired.

### Results With SunGard Higher Education:

- Increased efficiency through the availability and reliability of online information
- Recognition as the most technologically-innovative institution in Peru
- Advancement toward goal of national and international accreditation
- 80 percent increase in student satisfaction

Banner also is giving the University better control of budget and planned activities. New business practices driven by Banner have resulted in:

- Pre-planning of schedules (as opposed to historical practice of ad hoc scheduling);
- Faster and more accurate academic and administrative processes (reduction or even elimination of wait times for support during registration, grading, and degree auditing);
- Elimination of manual processes due to the creation and adoption of electronic approvals and documents (e.g. budgetary recommendations and requirements);
- Implementation of standardized processes for transfers, budget increases, monthly balances, etc.; and
- Collection of 90 percent of student debts as a direct result of implementing collection policies that are focused on increasing personal attention levels.

Universidad Privada Antenor Orrego (UPAO)  
Trujillo, Perú, Latin America  
Enrollment: 10,000  
[www.upao.edu.pe](http://www.upao.edu.pe)

ECS-240 (08/06)

SunGard, the SunGard logo, Banner, Campus Pipeline, Luminis, PowerCAMPUS, Matrix, and Plus are trademarks or registered trademarks of SunGard Data Systems Inc. or its subsidiaries in the U.S. and other countries. Third-party names and marks referenced herein are trademarks or registered trademarks of their respective owners.

© 2006 SunGard. All rights reserved.



## **SUNGARD** HIGHER EDUCATION

Dr. Guerra expects further benefits and increased student satisfaction as UPAO moves forward with more new processes and applications. Using Banner, the University plans to redesign and enhance its business processes related to admissions, registration, grade auditing, and accelerated document delivery through the implementation of a "One Window" service. The goal of the service is to decrease the time required to address related issues as well as operational costs. Starting in 2007, UPAO has made an institutional commitment to stay up to date with all Banner updates, gaining more efficiencies, like channelized content, and new functionality. This decision demonstrates UPAO's commitment to being the most innovative higher education institution in the region.

"The University is committed to staying current with new technologies that improve our institutional performance and enhance our institutional competitiveness. New and better best practices will support our national and international accreditation."

"Our communities deserve academic and administrative services that help to deliver the highest-quality education. Improving our information and communications systems is an important strategy for meeting this mission, and Banner is an essential enabler," said Dr. Guerra.