

State University of New York
Purchase College

RFP SU-101217 Admissions Technology Solution
Proposals Due: November 30, 2017 at 1:00PM

Questions and Answers

Q: Are we looking to replace Ellucian/Xtender?

A: We are on Recruiter 3.x now and need to upgrade to 4.x which will be a new implementation. This is a time for us to see what else is out there.

Q: Are you looking for CRM or application processing?

A: Both, we need to communicate (email text etc.), review and process applications and should also have an events module component.

Q: Is the application SUNY centralized?

A: No college by college

Q: Are you doing paper applications?

A: No, only online Common App/SUNY applications

Q: Do we have a web front end?

A: Yes we have one but it is not user friendly and hard to maintain. Currently students need to register for events on the web front end and they can check what documents we have. We would want a web front end.

Q: Most app are from common application?

A: Yes, however we get many from SUNY still.

Q: Experience with other ERPS?

A: Useful yes. Experience with subcontractors with BANNER? Yes those knowledgeable would be fine for references.

Q: Number of Users and Student users?

A: 30 Admissions folks, 10 student workers, up to 60 total users (faculty and other staff). Less than 25 are on the product at a time. We do not know how many prospective students are on at a time.

Q: Do you market by using your current product?

A: Some stealth applications but yes we use our current system to market (email, text, letters print materials) to target messages to students.

Q: Desire is to increase outreach and targeting?

A: Yes, the new product should do that.

Q: Use Emails now and tracking?

A: Yes we have recruiter email and then attached to that is Exact Target which we can use and tracks data.

Q: Do we buy lists (name lists)?

A: yes but currently we are not to our knowledge.

Q: Are the 30 Admission users are they separated in to marketing and admissions?

A: No separation.