Oracle Student Products
Position Statement

June 2017

Document Purpose

The purpose of this document is to ensure that our Customers understand the continued investment in and roadmap for Oracle's Student products.

We want to communicate two major investment areas for Higher Education:

- PeopleSoft Campus Solutions
- The new Student Cloud solution

FAQs

1) **What is Oracle's ongoing investment in Campus Solutions (CS)?**

   a. Oracle continues to invest in creating value for customers who are on or moving to CS 9.2. Oracle delivered the Campus Solutions 9.2 release to bring customers a simpler, more productive, modern user experience and more tailored, efficient application life-cycle management process. Campus Solutions 9.2 will continue to be enhanced, with priorities for new development determined in partnership with the HEUG community.

   b. Customers can expect to see a roadmap reflecting technology adoption, support, regulatory and legislative updates as well as customer strategic priorities extending minimally through 2027 per posted Oracle support policy. Details on targeted capabilities can be found in the Campus Solutions Planned Features and Enhancements page ((Doc ID 1966243.2) on My Oracle Support.

   c. Andy Wood assumes the role of VP for Development for Campus Solutions, leading a dedicated team of Strategy, Development, QA and Support reinforcing our commitment to Campus Solutions. Andy has 20 years of experience with the Campus Solutions product including leadership roles over development and QA. Andy is well known to the Higher Ed community and has enjoyed a long partnership with the Technical Advisory Group and the larger HEUG community.

   d. Oracle continues to invest in support of the Higher Ed ecosystem, through delivered integrations, a strong partner community, and capabilities that enable you to extend our solutions.

2) **How long will Campus Solutions 9.0 be supported?**

   a. Campus Solutions 9.0 is covered by full support through December 2019.

   b. To enable customers to implement the Student Management and Financial Aid components of the Student Cloud, Oracle is investigating the possibility of providing one or more additional years of support for CS 9.0. This extension would enable customers to move to the new Cloud components rather than upgrading to CS 9.2. Based on customer interest, Oracle may also offer a fee-based service for specific regulatory support.

c. As is customary with software releases, new enhancements for CS are applied only to the latest release, 9.2. Customers wishing to benefit from ongoing enhancements should upgrade to Campus Solutions 9.2.

3) What is the status of the Student Cloud?

a. The Student Cloud is a new comprehensive solution for managing the student lifecycle and relationships, from recruiting through enrollment and on into alumni and donor management. The solution incorporates the key elements of managing student relationships and communication, providing support for transactions that support the core business of Higher Education (i.e., enrollment, student account management, assessment, and progression), leveraging sophisticated social and interactive engagement capabilities, and embedding decision support tools for each role throughout the solution. The Student Cloud is being built and delivered in a componentized approach, leveraging the portfolio of Oracle products, verticalized for the HE industry where needed, to facilitate customers' varied adoption plans. While Oracle policy allows communication of forthcoming products and features specified only at a calendar or fiscal year timeframe, the vision for the Student Cloud includes the following capabilities and timeframes:

  i. **AVAILABLE NOW - Student Engagement:** personalized interaction capabilities to support student outreach, retention, and student success across the student lifecycle, built for Higher Education on the Oracle Marketing Cloud and Oracle Social Cloud platforms
  ii. **AVAILABLE NOW - Student Recruiting:** support for the full recruiting cycle, built to address the Higher Education recruiting needs, powered by Oracle's CX suite
  iii. **AVAILABLE NOW - Student Service:** student service and help desk functionality leveraging the Oracle Service Cloud platform
  iv. **TARGET CY 2017 - Student Management:** core SIS functionality built on Oracle's modern Cloud platform
  v. **TARGET CY 2018 - Financial Aid:** support for private and public funding of student aid
  vi. **AVAILABLE NOW - Advancement:** support for the alumni, prospect and donor management cycle, powered by Oracle's CX suite

b. Student Cloud is a brand new student lifecycle management solution, built from the ground up on a new technology platform with a new architecture, new data model and new delivery paradigm. It is being designed with the input of customers and users to address the evolving challenges of higher education around the world, including varied academic business and learning delivery models, changing student demographics, and more fluid, less structured definitions of core academic concepts like terms, offerings and assessments. The key benefits for customers include flexible structures designed to manage a variety of global educational models (both traditional and non-traditional), an architecture engineered to be extensible, and a compelling student-centric user experience that promotes engagement and collaboration as well as branding and differentiation for the institution.

c. The core SIS capabilities of Student Management will evolve, starting with the basic capabilities of enrollment, payment and assessment as managed by nontraditional programs. We are targeting 2017 for the initial delivery of the Student Management component. We anticipate the early adopters of Student Management will use the functionality to support their Continuing Ed/Workforce Development operations.

Because of the increasing demand for cloud solutions in Higher Ed, Oracle is accelerating development of the additional functionality necessary to support the comprehensive student lifecycle. Customers can expect to see the product add new capabilities as we target the needs of a variety of academic programs and institutional profiles.

4) What is the "path" from Campus Solutions to the Student Cloud?

   a. The Student Cloud, including Student Management and Financial Aid, are completely new products, distinct from the PeopleSoft family of products. Oracle provides our customers with choice for their SIS applications. Oracle understands that customers may wish to continue with their on-premises solutions for some time, while others will immediately find the new cloud-based offerings compelling. We will continue to maintain and enhance the Campus Solutions product as we deliver the new Student Cloud offering.

   b. The Student Cloud platform provides ways for customers to strategically leverage cloud-based solutions for managing their student population. In what we refer to as a "hybrid" model, CS customers can adopt the delivered Student Cloud components today to meet their strategic business objectives, e.g., Student Recruiting, Student Engagement, Student Support, Advancement. In addition, CS customers are looking to the Student Cloud as a way to address needs of alternative education models, such as Continuing Education or professional education.

   c. Beyond those complementary products that extend CS, Oracle is providing choice for our Higher Ed customers for their core SIS support. From where a CS 9.0 customer is today, they can choose between upgrading to Campus Solutions 9.2 or implementing the Student Management Cloud/Financial Aid Cloud products, when they are ready, if those solutions better fit their strategic priorities and requirements. Similarly, a new customer could choose to directly implement the Student Cloud components.

5) Will Oracle support an upgrade from CS to Student Cloud?

   a. Oracle plans to provide utilities and solutions that will facilitate point-in-time cutover of set up tables. These may include the use of Rapid Implementation frameworks through which reference data can be transferred to, entered in, or otherwise managed in spreadsheets for confirmation and validation before upload into Student Management. In addition, we anticipate that the partner community ecosystem will participate in this effort.

   Similarly, for transactional data, Oracle plans to work with internal resources and the partner community to leverage Oracle data transfer, mapping and integration tools such as Oracle Managed File Transfer, File Based Data Integrations (FBDI), Oracle Integration Cloud Service, and other solutions to enable and facilitate the transfer of data from the Campus Solutions to Student Management.

   b. Our customers have noted that one of the key benefits of moving to a new platform, which includes new products, new architecture, new data models, new tool sets, and new user experiences is the opportunity to simplify, automate and standardize business processes to enable you to refocus your resources on strategic initiatives.

6) How is the HE community involved in Oracle's plans for CS and Student Cloud?

   a. Our success depends on an effective and close partnership with the Higher Ed User Group leadership and community and we expect to broaden that involvement. Over

the past 20 years, Oracle (and before that PeopleSoft) has enjoyed a strategic partnership with the HEUG. The HEUG provides both an advocacy role in promoting priority customer needs to Oracle as well as an educational role to support the large community of users of Oracle applications. The HEUG Advisory Groups' input to our student team on issues ranging from feature design to interpretation of regulations has been key to the success of Campus Solutions in institutions around the world. The dedicated Campus Solutions team (Strategy, Development and QA) embraces this partnership!

b. The HEUG Board will facilitate gathering the community's strategic priorities for our student products. This input will inform what is included on the CS 9.2 roadmap, as well as design considerations for the Student Cloud.

c. The HEUG is adapting and extending their focus beyond the on-premises products to advise Oracle as we design and develop our Student Cloud products. We hope to enjoy the same level of insight, guidance and inspiration from the HEUG Community as we deliver our new solutions.

d. In addition, Oracle's customer groups (Business Process Experts and Design Review Council), selected from our global customer base, are key in defining the solution and the phases for the Student Cloud roadmap.

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