**OneCampus Case Study:**

Solutions to Help Campuses Deal with Changing Environments

Most colleges and universities offer a campus portal to provide students, faculty, and other campus stakeholders access to information and resources. However, as both technology and student expectations for instant, mobile-friendly access evolve, many legacy portals have become outdated and impractical—especially during unpredictable times requiring adaptation and flexibility.

OneCampus specifically helps higher-education institutions migrate away from expensive, archaic portal solutions that impede usage, retention, and campus operations. The **University of Michigan** and **Citrus College** are two of many institutions that made the switch to OneCampus to reimagine the campus experience for students, faculty, and staff.
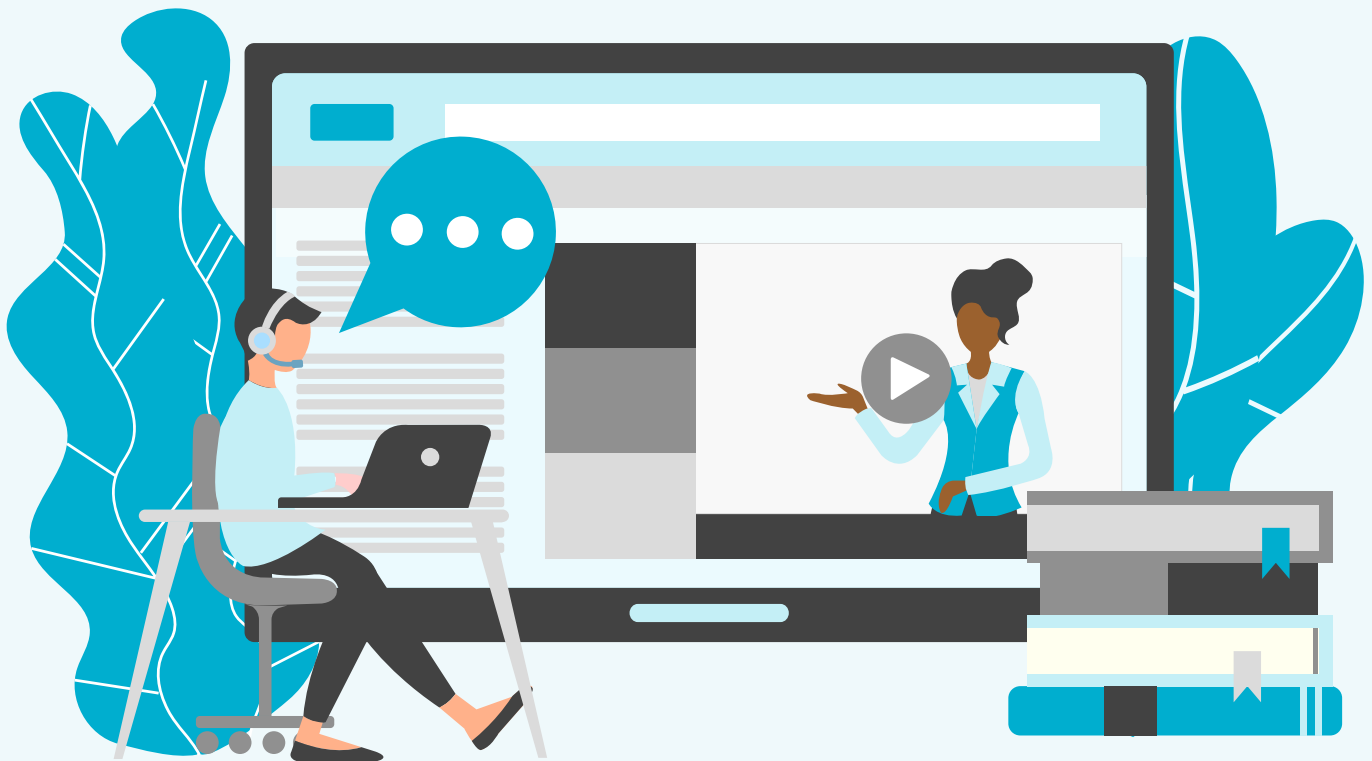
University of Michigan Upgrades to a More Flexible Portal Solution

Before OneCampus, the University of Michigan's portal solution failed to meet the school's needs. The previous portal presented content management challenges, struggled with internal process updates, and lacked customization options.

The University of Michigan began searching for a new, more flexible campus portal that could evolve with the institution. The school sought a solution that:

- Enabled non-IT and non-developers to make updates in real time, without a release update

- Allowed users to customize their experience based on personal preferences

- Avoided the cost and maintenance of enterprise software

UNIVERSITY OF MICHIGAN

64,500 STUDENTS

3 CAMPUSES

250 DEGREE PROGRAMS

19 SCHOOLS & COLLEGES

"OneCampus lets each user customize their experience by creating their own dashboard of the services they use most," says Lindsay Miller, User Experience Analyst at the University of Michigan. *"We made multiple attempts in the past to create something homegrown from scratch to meet these needs, and those didn't really go anywhere. We started piloting OneCampus, and it showed a lot of promise. After reviewing a lot of different solutions, we found that OneCampus met the most of our requirements."*
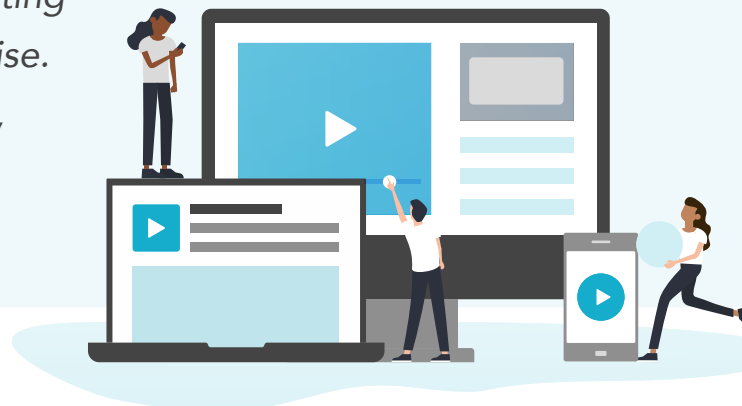
After finding these features and more in OneCampus, the University of Michigan implemented the solution at the Ann Arbor campus. The school's team built links between the old and new systems to ease the transition for students, faculty, and staff. Later in 2020, the university plans to finish the transition and make OneCampus the default portal across all three University of Michigan campuses.

OneCampus Results

OneCampus has helped the University of Michigan navigate fluid environments by:

- Providing one central location to inform students of changes to classes and coursework amid the COVID-19 pandemic

- Enabling university administrators to pin priority information to the top of a student's web experience (the OneCampus homepage)

- Helping remote users access new resources without having to search online or come to campus

- Support from a trusted vendor with over 20 years serving higher ed

"Reception from students, in particular, has been very positive," says Miller. *"They really gravitate toward the search function. The interface is very similar to other tools they're used to using in terms of being able to save things, search, and browse from within a dynamic, customizable interface."*

Students, faculty, and staff at the University of Michigan love that OneCampus offers the following:

- Google-like search functionality, which presents the best resources to users as fast as possible

- Comprehensive personalization capabilities

- A flexible, user-friendly interface

- Mobile-friendly access from any device
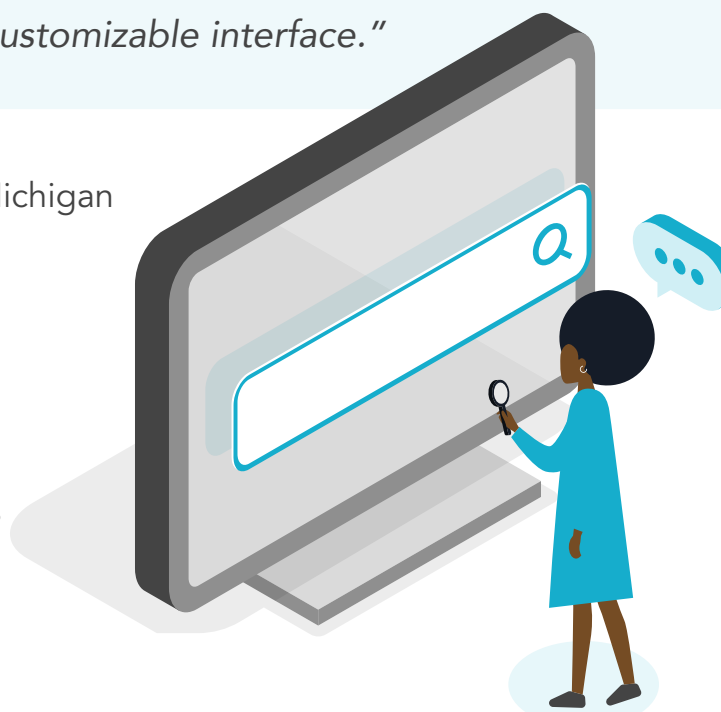
Citrus College Finds a User-Friendly Solution in OneCampus

Before OneCampus, Citrus College used a cumbersome portal solution that was difficult to manage. The old portal lacked effective usability and navigation, and it contained an overabundance of disorganized information that proved unmanageable. Citrus administrators felt their campus portal was 10 years behind other institutions.

When support for the legacy system began to require a significant knowledge base, Citrus College decided to look for a new solution. Administrators wanted a portal that:

24,000 STUDENTS ANNUALLY

8 ACADEMIC DIVISIONS

61 DEGREE PROGRAMS

- Allowed for quick and easy to implementation

- Improved communication with students

- Provided a single access point for searching for important campus resources

- Eliminated legacy features that Citrus students didn't need

Citrus ultimately chose OneCampus because of the solution's overall ease of use, flexibility, seamless integrations with other campus technology, and the ability to make updates anytime, anywhere, from any device.

"We love that it's been so flexible for us," says Bob Hughes, Chief Information Services Officer at Citrus College. *"A number of my team members can easily post content, and we've rolled out the ability throughout the college. So we actually have people that are posting announcements and creating tasks to be submitted for approval. We've even had some emergencies on campus where we've leveraged the portal to provide updates, and [it] updates within seconds."*

OneCampus Results

OneCampus is a huge hit at Citrus College. Students love using the search functionality to find and access the information and services in the system. Citrus has also benefited from more efficient operations and internal processes.
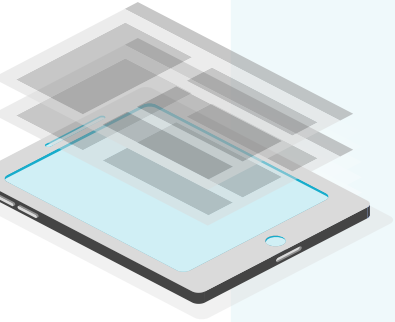
"Students immediately understood the interface because it looks just like their smartphones, right? The team that came up with this concept really looked beyond the traditional portal and designed OneCampus to mirror the interface that college students use most," **says Hughes.**

OneCampus has benefited Citrus College by:

- Providing a central location to access all important campus resources

- Allowing administrators to efficiently send tailored messages and announcements

- Delivering flexibility to quickly approve tasks

- Enabling emergency alerts to be posted instantly

- Integrating with Canvas and Office365 seamlessly
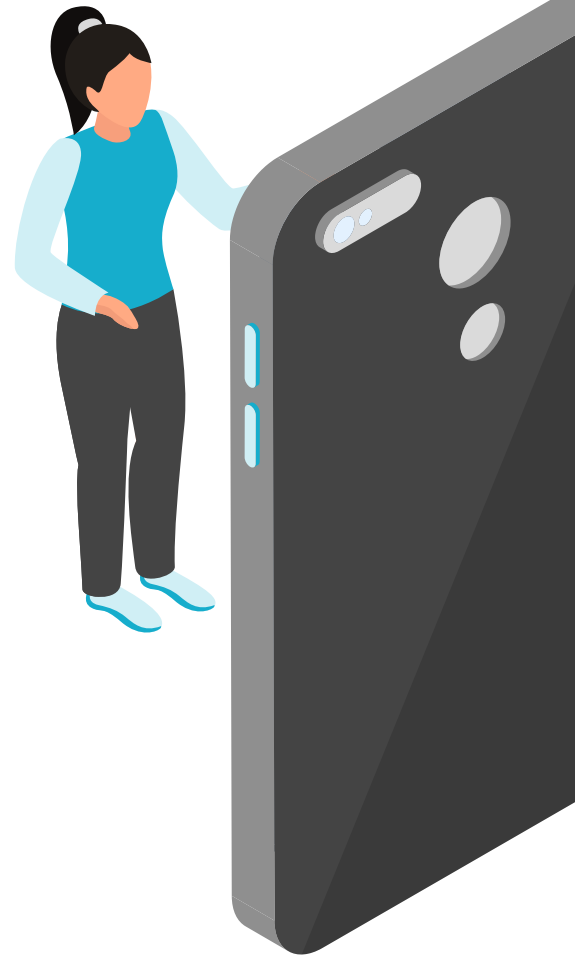
Citrus College began seeing results within 24 hours of implementation. Today, the portal is fully integrated, and both students and staff know it's the place to go for resources and information. The inviting, user-friendly interface and integrations with existing solutions allow students to access everything they need in one place.

How OneCampus Transforms the Modern Campus Experience

OneCampus is a modern, cloud-based solution discovery portal, that enables students and staff to quickly find and access what they need, when they need it.

OneCampus achieves the following:

- Pulls together important campus resources and services, thus reducing the amount of time spent searching for information

- Leverages AI to anticipate and deliver commonly used services based on user profile, point in time, and other data points

- Offers a user-friendly interface customized for mobile and easy to use on smartphones, tablets, and laptops

- Enables branding customization with school logos, colors, and names

- Provides the necessary features to set up, deploy, and manage the solution with minimal technology staff involvement

- Allows users to personalize their experience by creating a custom dashboard with their favorite and most-used services

- Offers exceptional pricing and customer service to best support higher-education partners

Schedule a Demo of OneCampus

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