Improved Cougar Student Service? Check.

Before OneCampus, Northeast Iowa Community College had another campus portal solution in place. However, that solution had its drawbacks. They had all of their eggs in one basket. They knew they needed something new and found it all with OneCampus. And, it didn't break the bank.

4,000 STUDENTS	1,100 FACAULTY & STAFF	4 MONTHS TO IMPLEMENT

Delivering an Improved Student Service Experience with OneCampus

Led by Craig Meirick, Director of Computer Information Systems Department, the portal review and replace process also included representatives from Marketing, Student Services, and Online and Blended Learning. This expanded group shared unique perspectives for visual appeal and requirements for student and faculty.

NICC began their OneCampus implementation in late January 2017 and went live May 15, 2017. A bit nervous with their own accelerated timeline, rSmart Customer Support aided in the implementation. "rSmart was with us every step of the way and the implementation of OneCampus itself was very simple and intuitive," said Meirick.

To engage users, NICC promoted their OneCampus instance, Mycampus.nicc. edu, through various college communication channels including the digital signage across campus, biweekly newsletter and email.

> "OneCampus provides us with the ability to allow users to use certain open resources that were otherwise locked within our previous product"
>
> Craig Meirick, Director of Computer Information Systems Department, Northeast Iowa Community College

NORTHEAST IOWA COMMUNITY COLLEGE
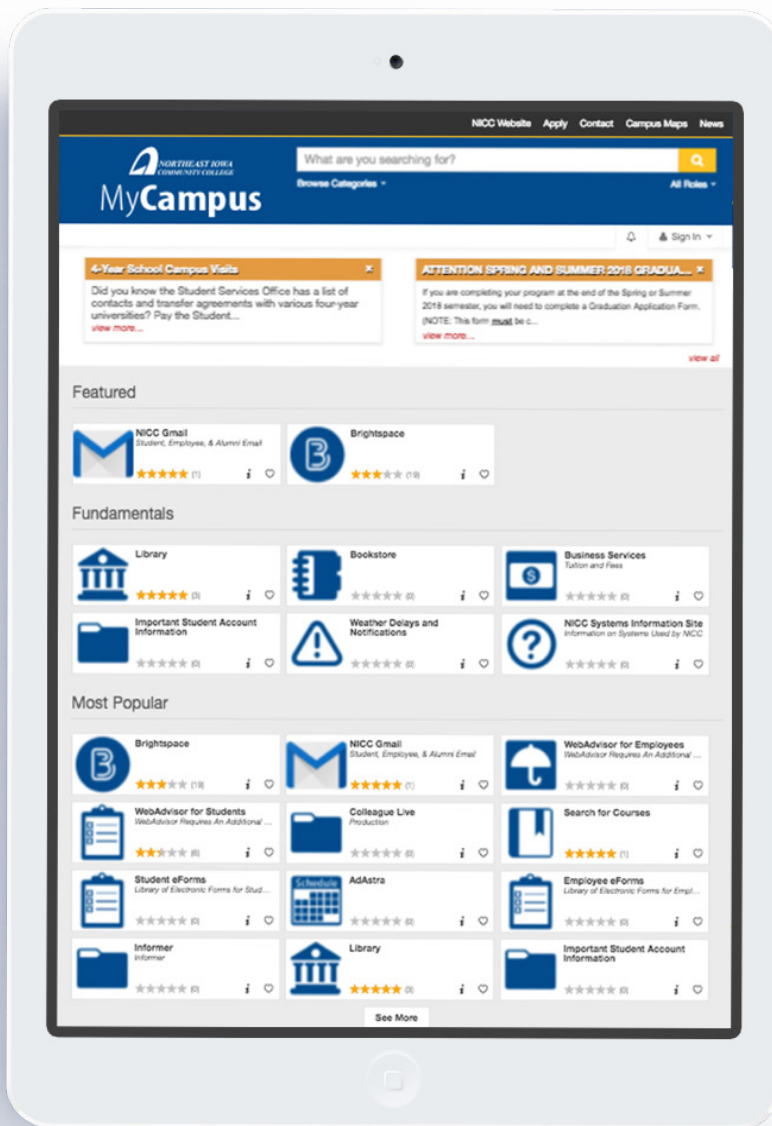
Through OneCampus, NICC has been able to provide end users including alumni, faculty, parents, staff and students with more resources and better service through OneCampus. "OneCampus provides us with the ability to allow users to use certain open resources that were otherwise locked within our previous product," said Meirick.

He also praises the rSmart Customer Support Team as excellent. "The quick responses, personality and status updates on issues and new feature releases have been much appreciated."

Elevating the Community Experience

Thanks to OneCampus, the College is enjoying improved ease of use for both the end-users (students and staff), as well as the administrator side of the equation. The solution's inherent adaptability to trends and forward thinking provide NICC's user segments with tools to assist them in virtually anything they want to do.

OneCampus also met the following needs for NICC:

- ✓ Easy to use, both for end users and admins
- ✓ Best in class in customer service
- ✓ Budget-friendly
- ✓ Adaptable to trends
- ✓ Forward thinking