

CAMPUS TECHNOLOGY

How Software-as-a-Service Delivers Feature-Rich, Cost-Effective Solutions to Colleges Evaluating New eLearning and Portal Platforms

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Moderated by Linda Briggs
contributing editor
Campus Technology

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- **Introduction**
- **Overview: Timecruiser**
- **Case study: Northeast Iowa Community College**
- **Q&A session and conclusion**

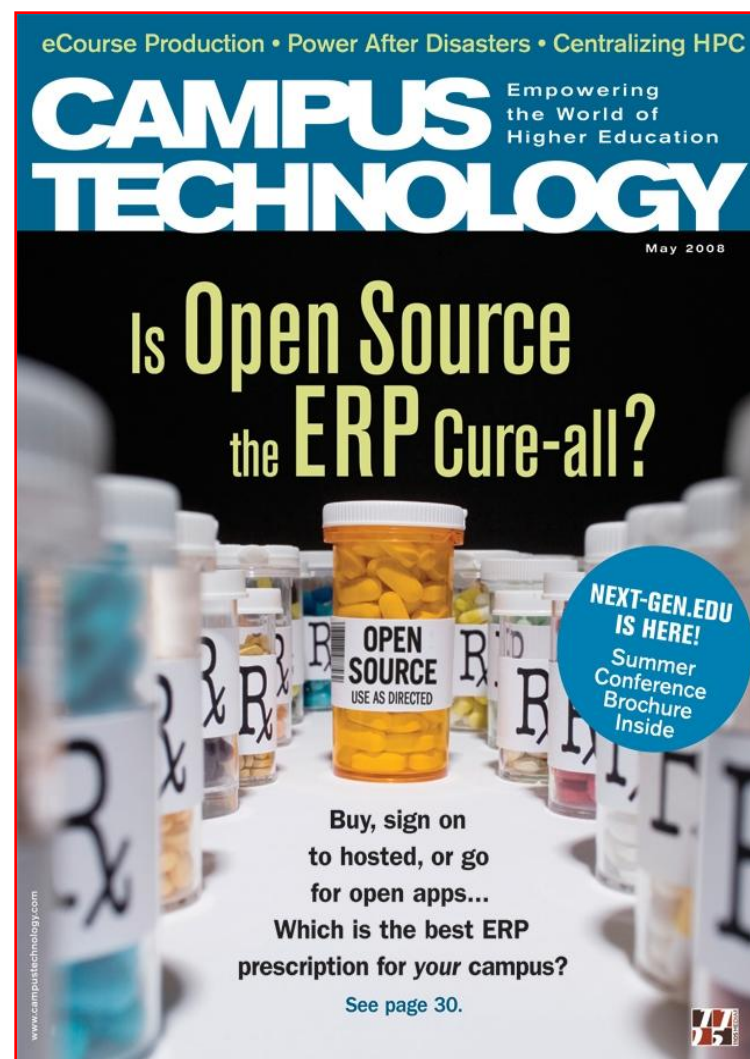
**Lyle Luzum, director, Computer Information Systems,
North East Iowa Community College**

**Jill Ferrie, director of distance learning,
North East Iowa Community College**

**David Kraus, vice-president of sales
Timecruiser**

**Linda Briggs, contributor,
Campus Technology**

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Timecruiser

www.timecruiser.com

Timecruiser is a private company based in Fairfield, NJ. We have been quietly serving the higher education community for over ten years. Since that time, TCC's award-winning CampusCruiser® has been adopted enterprise-wide by colleges and universities, serving more than 2.5 million students on campuses across the U.S. serving faculty and staff every semester, 24 by 7.

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Overview: Timecruiser

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- **Enterprise portal**
- **Provides for a branded online experience**
- **Facilitation of cross-campus communication via various tools**
- **Single, multi-campus, and multi-institution solution**

- **Full-featured learning management system**
- **2008 CODiE award winner in the *Best Postsecondary Enterprise Solution* category by the Software & Information Industry Association (SIIA)**
- **2009 Codie Award Finalist in the following categories:**
 - **Best postsecondary course or learning management solution**
 - **Best postsecondary enterprise solution**
- **JUST IN! 2009 CODiE award winner in the *Best Postsecondary Enterprise Solution* category by the Software & Information Industry Association (SIIA)**

- **What is SaaS?**
- **The three essential elements of Software-as-a-Service:**
 - Off-premise hosting
 - Subscription service
 - Multi-tenant architecture

- **What is SaaS?**
 - Solutions with client service, with no hardware to buy, no software to install, and no cumbersome upgrades to plan for
- **SaaS infrastructure does it all**
- **Solutions offered via an annual subscription.**
- **Solution housed in a data center facility**
 - Accessible worldwide
 - Running under Oracle database technology infrastructure, with all the requisite backups and restore functionality
 - Provides minimum 99.7% uptime in service level agreement

- **Single version software**
 - Clients are always on most current version of Timecruiser's software
- **Shared infrastructure**
 - Lowers recurring cost for institution
- **Quality of performance**
 - Contractually Guaranteed uptime
- **Painless system upgrades**
 - Provided by Timecruiser during schedule maintenance windows
- **Quicker implementation**
 - Elimination of tasks associated with typical on-premise solutions

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Case Study: Northeast Iowa Community College

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- **NICC represents NE corner of Iowa -- 8 counties**
- **2 major campuses, 90 miles apart**
- **Also 6 outlying centers**
- **Serving city to very rural areas**
- **4,900-plus student body; non-residential**
- **About 600 faculty and staff**
- **Mix of traditional and non-traditional students, including high school students taking college courses**
- **Online growth: 32 percent in 2008, 21 percent in 2009**

- **CampusCruiser: Portal**
 - internally branded as “NICC Xpress”
- **CourseCruiser: Learning Management System**
- **CruiserAlert**
- **All of these products are seamlessly integrated with each other so they feel like a single product.**

- **Pain points**
 - Dissatisfied with current LMS
- **Objectives**
 - Meet strategic goals
 - Connect all members of college community
- **Strategic goals**
 - Achieve mission statement
 - Improve student retention and success
 - Get technology out of the way

- **Responsive vendor**
- **Award-winning solutions**
- **Mature platform**
- **Affordable, scalable**
- **Low maintenance**
- **Can do more with less**
- **Ease of switching**
- **Other benefits**

- **Cost over traditional models**
 - IT personnel costs at NICC: .25 of an FTE per day
 - Don't need highly technical employee (DBA) to support
 - Savings come from SaaS, simplicity
- **Impact on constituents**
- **Efficiency gains**
- **Strategic goals realized**

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Q & A Session and Conclusion

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Thank you for attending!

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