



Powering a remote campus with trusted Ellucian Managed Services partners



Considerations for online/web-based delivery of content

The recent outbreak of the Coronavirus (COVID-19) and its impact on higher education are causing many institutional leaders to move to remote delivery methods in order to protect the health and well-being of their students, faculty, and staff. However, transitioning to online instruction and delivering responsive virtual student support services comes with its challenges.

As leaders evaluate ways to successfully implement a remote campus, it's important to consider some factors up front, including:



Online academic operations

- How do we enable our faculty and staff to be agile and adopt change?
- What support will students need to be successful?
- To what extent can classes be delivered online?
- How do we safeguard student, staff, and constituent data?
- Do we have the resources to reach our constituents where they are?
- How can we address the technical support needs of our students and staff?



Administrative/campus operations

- How do we safeguard student, staff, and constituent data?
- How do we ensure privacy for both students and faculty going online?
- Do we have enough bandwidth and internet access?
- Can we support multiple device access?
- How do we ensure cyber security measures for university/college staff transferring to working from home?
- How do I maintain and keep systems up and running with high absenteeism and closed campuses?

Delivering the responsive support your campus needs

Let Ellucian Managed Services partner with you during these times of uncertainty. With proven methodologies and best practices, we can provide structured, comprehensive, cost-effective resources and expertise to ensure your institution delivers the support and responsiveness you and your constituents expect and need to succeed.

Our team can provide the flexible remote support you need so you can focus on institutional priorities and goals with confidence. Our services include:



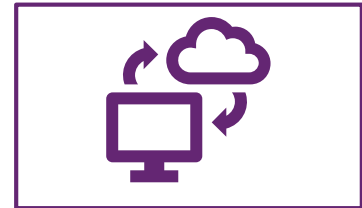
**Academic
course design
and development**



**Academic
technology
support**



**24/7 call center
services**



**Remote system
support**

How we can help

Ensuring continuity with academic course design and development



Our team of experts can provide curricular, programmatic and design support in moving courses from an on-campus experience to an online experience. A team of designers, curriculum experts and analysts help faculty and program leaders design a learning experience for remote delivery ideal for student engagement. With a strong emphasis on student engagement and assessment of learning, we enable faculty to have strong presence in their online classes.



Delivering academic technology support to enable successful adoption

Our experts can provide comprehensive support for your Learning Management System (LMS), including administration, faculty and student training, course design and development, reporting, and analytics. This service provides continuous support of the LMS and associated applications, allowing campus academic technology staff to focus on projects and other strategic priorities. Additionally, our team can provide remote management of mission critical applications and systems resulting from staff absenteeism or shortage of essential skills.

Providing remote support for your institution's systems



Our experts can provide complete support for your Ellucian ERP system, including upgrades and patches, database management, and operating system support. This service provides continuous support of the ERP and associated applications, allowing campus IT staff to focus on projects and other strategic priorities. Additionally, our team can provide remote management of mission critical applications and systems resulting from staff absenteeism or shortage of essential skills.



Enabling an unmatched customer experience with call center support services

Enable your institution to deliver a consistent student experience by centralizing service requests, expanding hours of service to accommodate online and working learners, reducing response times, and routing inquiries to our experienced 24/7 call center team via web-based, live chat, self-service, and email solutions. We can quickly resolve LMS, ERP, password reset, network, operating system, email, office application, browser, and other technical support issues—freeing your IT staff to focus on strategic priorities while helping you reduce costs, decrease call volumes, and provide faster resolutions.

Customer snapshot: St. Thomas University

“ Our Ellucian CIO and Ellucian Team are really stepping up! Greatly appreciated!! ”

David A. Armstrong
President



A responsive infrastructure for online delivery

St. Thomas University, a private, nonprofit, Catholic university in Florida and Ellucian Managed Services client, moved their entire face-to-face instruction to a virtual online format. With Ellucian’s IT leadership, guidance, and expertise, the University was able to ensure they had a **stable and secure technical infrastructure** and system support to deliver on the **operational needs of online delivery** while maintaining assurance on the **security of constituent data**. Additionally, the University is leveraging the support of Ellucian Call Center Services to help **address the technical support needs of students and faculty**.

The University nominated the Ellucian Office of Technology for Stars of the Week for their support during the transition to the new online environment.

POWERING A REMOTE CAMPUS WITH ELLUCIAN MANAGED SERVICES

Providing engaging online instruction and delivering responsive virtual student support services comes with its challenges. By using proven methodologies and best practices, we can partner with you to design a service package uniquely matched to address the needs and goals of your institution.

CONNECT WITH US



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Fill out our online form to request support



Contact your Ellucian rep to get started

