



Norwich University Partners with Pearson Embanet to Provide Reliable Help Desk Support and Hosting Services

Partnership Provides Quality of Service and Student Experience in Online Learning Programs

OVERVIEW

Norwich University, the first and oldest private military college in the nation, is one of the six senior military colleges in the U.S. The institution offers academic programs to a geographically diverse online student population, of which approximately one-fourth are active duty military located around the globe.

Norwich University and Pearson Embanet partnered to ensure that the student experience — for both master's and bachelor's degree students across more than ten programs — is consistently positive, facilitates learning, and aligns with the Norwich brand.

CHALLENGE

As Norwich launched its first online master's program in 1997, it was clear that providing a consistent and ubiquitous help desk experience would be of the utmost importance.

When assessing whether the college should develop an in-house user support and hosting team, Norwich determined that its location in Central Vermont would make staffing the operation challenging. Finding a service provider who could ensure reliable hosting of the Norwich Learning Management System (LMS), as well as provide students with an exceptional help desk experience, was the logical choice.

SOLUTION

Norwich turned to Pearson Embanet to manage these critical services, ensure a high-quality level of support, and maintain a positive student learning experience throughout the online environment. Norwich chose Pearson Embanet for its clear focus on serving students. Over the 16-year partnership and through five LMS migrations, Norwich has also come to value Pearson Embanet's technical expertise, its willingness to put the needs of Norwich first, and its dedication to collaborative decision making about hosting options, user support, and LMS functionality.

Hosting Services

Pearson Embanet offers highly reliable and secure hosting services to ensure that the online learning platform is readily available. Pearson Embanet data centers are staffed and monitored 24 hours a day and seven days a week to guarantee that users have the best, fastest, and most reliable access to their online

learning environment whenever they log on. With a hosted solution from Pearson Embanet, the online learning environment is easily scalable to accommodate an organization's changing needs and is always available to an institution's users, no matter what's happening on campus.

Help Desk Services

In the online learning environment, timing is critical and users can be easily frustrated by technical problems that prevent them from taking full advantage of their learning resources.

Furthermore, online learning environments are strictly time-dependent, so hours lost to technical difficulties can have a major, negative impact on the online learning experience for both faculty and students.

With help desk services from Pearson Embanet, online students and faculty have 24/7/365 access to live,

full-time technical support professionals with specific expertise on their LMS platform. Pearson Embanet also supports a number of other technologies used by students and faculty, such as browsers and productivity tools, the institution's student portals, course content plug-ins, and tools such as Microsoft® Office and Collaborate™.

Pearson Embanet's help desk support staff provides high-quality assistance and a satisfying customer support experience each time a user calls.



BENEFITS

Pearson Embanet has provided Norwich with exceptional support for its students, faculty, and staff, supporting thousands of users and has managed and closed over 10,000 help desk inquiries.

"Our dedicated account manager consistently advocates for our needs, makes well-informed recommendations for our consideration, and facilitates a professional working relationship that makes our partnership productive and strong — all for the benefit of our students," said Debra Wick, Associate Dean of Administration for Norwich's College of Graduate and Continuing Studies.

When Norwich made the decision to move to the Moodle LMS, there was no question that Pearson Embanet would host it and provide end-user help desk support for its 1,500+ students. In fact, Pearson Embanet is part of the Norwich Moodle implementation team, providing expertise on everything from Moodle functionality to content migration and systems integration.

"Pearson Embanet has taken a proactive role in our partnership by making recommendations for upcoming system enhancements, leveraging resources to meet our growing needs, providing expertise in areas that are not our core business, and taking the time to understand our model in order to better inform long-term strategic decision making."

— Debra Wick

Associate Dean of Administration,
College of Graduate and Continuing
Studies, Norwich University

CURRENT NUMBER OF ACTIVE NORWICH STUDENTS, INSTRUCTORS & STAFF SUPPORTED BY PEARSON EMBANET:

2,022

When students, faculty and administrators need help, Pearson Embanet's skilled team is there to provide personalized attention and support. Users repeatedly report positive experiences while interacting with the Pearson Embanet help desk team.

USER SATISFACTION RATES:

97.29%

According to client satisfaction survey results, in 2012, 97.29 percent of users reported that they were either satisfied or extremely satisfied with the help they received from Pearson Embanet.



“We are extremely satisfied with Pearson Embanet’s efforts on our behalf. The team consistently and professionally serves our students, helps us extend the Norwich brand, and keeps our needs at the forefront. We couldn’t ask for much more than that.”

— **Debra Wick**

*Associate Dean of Administration,
College of Graduate and Continuing Studies, Norwich University*

To learn how your institution can partner with Pearson Embanet to effectively manage help desk and LMS hosting services for your online programs, please visit

embanet.com/academicservices