

Endicott College

Realizing the Potential of a Jenzabar-Connected Institution

Endicott College, a private professional and liberal arts school located in Beverly, MA, is the model of an integrated institution, one that is infused with technology. From its sophisticated network infrastructure to its pervasive campus portal, Endicott has applied technology to support all aspects of campus life.

"We're meeting the needs of today's technology-savvy student while creating efficiencies and opportunities in institutional management," states Gary Kelley, Endicott's CIO and the primary executor of Endicott's technology vision. "We have brought together a combination of IT services that connects with all our constituents, from applicants to alumni, and from the President's office to the residence halls."

Jenzabar's CX ERP system, its Learning Management System, and its JICS portal are primary components of Endicott's connected campus. As such it was critical to the College that they work with a system and a vendor that not only delivered the necessary functionality, but also delivered ongoing support and a long-term commitment to helping the College derive the expected benefits from the system.

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Alvar Herrera,
Member of Endicott's Class of 2005

"Jenzabar is on the right corporate path," continues Mr. Kelley. "It is important that our vendors create a partnership with us, and that they are especially attuned to the needs of higher education. Jenzabar has shown



Endicott College, Beverly, Massachusetts

that as a company they have the expertise, focus and desire to make our partnership work."

As with most enterprise-wide software implementations for higher education, complexities arise when integrating or reconciling with existing systems. Incorporating Jenzabar's solutions into campus life was a major undertaking for the College. After recovering from the challenges in converting systems, however, the staff at Endicott has been pleased with the results.

Mr. Kelley likes the flexibility of the system as well. "I can remove or build out applications as needed." For example, he has created a billing system for residence hall damages. Bills are posted online and students (or their parents) can review the bills and make electronic payments. He also praised Jenzabar's revision control practices, which have made system enhancements easy to incorporate. The system's ease of use is critical for a college that maintains a lean IT staff.

Kent Barclay, Associate Dean of Academic Technology, has overseen the implementation of Endicott's Learning Management System (LMS). Known as "GullNet" on campus, the College's student population has embraced the system, as evidenced by the nearly 150 sections now online in less than three years.

"I didn't have to force it," says Mr. Barclay. "It's easy to learn and adoption actually has been driven by the students. "I've had faculty call me and say, 'my students tell me that I need to be on GullNet.' Our faculty have expressed a high level of satisfaction with the Jenzabar Learning Management System and now I have faculty training other faculty on how to use the system."

Endicott primarily uses the Jenzabar LMS in a hybrid model, supplementing the classroom experience. The College's School of Graduate and Professional Studies, however, which runs a less traditional curriculum, uses the LMS more in the distance-learning mode with fewer face-to-face meetings. The JICS portal also has given Endicott the ability to extend its virtual campus to its international sites in Mexico City and Madrid.

In addition to course content, Endicott faculty have instantaneous access to advisee portfolios as well as students enrolled in current and future courses. "We have faculty who are using the system in innovative ways," says Michael Paige Chair, Computer Science and Associate Dean of Business and Technology. "My wife, who is an adjunct professor here, is using the forum functionality with her students to write a group paper."

Among the many attractive features of an Endicott education, JICS enhances the student experience as well. Alvar Herrera, a member of Endicott's Class of 2005, sees GullNet as integral to his college experience. "I've customized my page, and I can do everything I need to do, when I want to," he comments. "It's a great tool and I'd like to see it used even more."

In fact, Endicott sees even greater potential for these systems, particularly the LMS. "We have seen our feedback reflected in new functionality," says Barclay. And they have additional thoughts and ideas about things they would like to see in the future.

The last word belongs to Mr. Kelley: "We evaluated all the available solutions, and Jenzabar provides the best price-to-features package. If I had to make the decision again today, I would still go with Jenzabar." ■

About Endicott College

Located in Beverly, Massachusetts on 210 acres of ocean-front property, Endicott College offers master and bachelor degree programs in the professional and liberal arts. Founded in 1939, Endicott provides an education built upon a combination of theory and practice, which is tested through internships and work experience.

Jenzabar, Inc.

Jenzabar, Inc. is a leading provider of enterprise software and services developed exclusively for higher education. Jenzabar's Total Campus Management (TCM) framework meets the unique business needs of higher education with a comprehensive approach to software and services, from front-end campus portals to fully integrated, functionally-rich enterprise systems. With more than 30 years' of combined experience offering technology solutions to colleges and universities, Jenzabar is the trusted partner of choice to 700 campuses worldwide, including private liberal arts, state, and community colleges and business, medical, law and other graduate schools. Jenzabar is headquartered in Cambridge, Massachusetts, with regional offices located across the United States. For further information, please visit www.jenzabar.net.