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Customer Spotlight
Seneca College

How Seneca College improved IT efficiency and increased student enrolment

Seneca

Seneca College of Applied Arts and Technology is one of Canada's leading colleges.

They are passionate about delivering innovative education that combines rigorous academics with practical training. They cover a large range of careers and professions thanks to their expert faculty, staff and outstanding facilities.

"I find it extremely useful that my students can access any of the software they require 24 hours a day from anywhere they are located if they have an internet connection. It is nice to have all the software located in a central location with the students having the ability to save the software they use regularly to a Favorites location. This means that the software is quickly available to them without having to search each time...

"...The MyApps service has also allowed students to use software from home that previously would have required them to attend in-person at the college. Some of the software that my students are using requires a high-level graphics card, a lot of memory space and a faster speed. Many students may not have been available to afford such a laptop but by using MyApps can now use a computer from school while sitting at home.

MyApps also makes sure that IT can provide quick updates to the software making sure that the software is always working at peak performance for the students and faculty. The MyApps service also allows IT to have new software available to students and faculty immediately when a required.

The MyApps service has allowed all my students to complete their software courses throughout the pandemic whereas if Seneca did not have the service this may not have been the case."

Professor Chris Posthumus, School of Fire Protection Technology at Seneca College

The Journey

Seneca had previously distributed software via local install to desktops, however they knew that it wasn't the best solution for their students or their IT department. At one point they had between 100 to 200 applications installed locally on their machines, resulting in rather bloated images which impacted the overall performance. It was also incredibly time consuming as it could take up to six hours to fully image a lab.

In Higher Ed the vast majority of software installs and updates are conducted at the end of each semester due to campus labs being quieter. The IT department is responsible for reaching out to all the faculty to find out if their software needed to be updated or replaced. This can add even more hours onto IT's workload as a large amount of requests may come through.

"With multiple updates we're not just touching one machine, we have to touch every single computer. In addition to this, there are always the last minute requests meaning this could be the second or third update right before the semester starts up."

![AppsAnywhere logo]

Seneca

Implementation collaboration

Seneca understood that a successful implementation could not be driven solely by IT. Instead, there was a full collaboration between IT, Marketing, and Communications, in order to create branding as well as communicating with faculty and students. They created large eye catching displays, branded the Software as MyApps, and even produced their own animation!

Consortium Communication

Fortunately, Seneca happened to attend a conference at Georgian College as part of their OCCCIO membership. The OCCCIO is a collaborative organization created to improve its members' information technology support across Higher Ed. One of the many benefits to being a member of the OCCCIO is that the colleges regularly communicate and inform each other of new technologies and best practices. It was at this conference where Seneca was introduced to AppsAnywhere and the potential it had for their establishment.

"We communicated this to our students and faculty to talk about what MyApps is, what are the benefits of MyApps? And our peers really love the video, so much so that a number of colleges in Ontario actually adopted it themselves!"

"When Software2 came along, it was the bread and butter we were looking for. We spoke to our CIO and there was an appetite for it, so we jumped on the phone and said, hey, let's get this going!"

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The student experience

It wasn't just the animation that people loved either, the software was extremely well received by their students. In fact, Seneca actually witnessed an enrolment increase during the pandemic, a fact they firmly connect with their efforts to providing students with the digital equity they deserve. They now have the tools and technology to ensure that any student can be successful no matter what background.

Students can now complete their course work wherever they want, whether that's at a campus closer to them which was previously reserved for specific courses, or via the use of BYOD either on their personal device or a college loaner laptop.

> "Our VP wanted us to make sure that we support supported personal devices, and because of this the transition to COVID-19 was seamless for us. We have students that work for a full-time working taking studies at night, so it has made a huge difference in the way they live, work and study."

The future

Seneca's success hasn't gone unnoticed within the industry, in fact they are often contacted by numerous colleges throughout Canada for help and advice, and it's clear to see why. They have taken intelligent steps which simultaneously focused on their IT efficiency and their student's experience, resulting in both happy staff and supported students.

> "We've seen this with other colleges where they've tried other solutions like Amazon, but they've actually said what we need is Software2. We need that streaming service and the way it's run because it just works, not only for students but also for the employees and the faculty."

From the day their first students walked through their doors in 1967, Seneca understood that the world is in constant evolution. They focus on their students and their needs to the point where they are continually improving, innovating and looking ahead. We are proud to be a part of Seneca's long term digital strategy and we can only see it going from strength to strength.

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