

# Customer Spotlight Loyalist College

Meeting student expectations of software on-demand at Loyalist College



**Higher Education has a unique set of problems when it comes to software delivery. It isn't as simple as it can be in the corporate world.**

Corporate IT can satisfy their computing provisions with VDI as there's just a handful of apps, and users have a one-to-one relationship with their device, but this doesn't work in Higher Ed. At a college or university you can have thousands, sometimes even tens-of-thousands of end users, and hundreds of different academic applications. The costs alone are just way too high to deliver 100s of apps to 1000s of devices. And when you factor in BYOD, it's simply not possible.

Loyalist College (LC) situated in the city of Belleville east of Toronto faced this issue. It has around 3,000 full-time students and approximately 12,000 part-time enrolled in a variety of programs, including Health Sciences, Applied Sciences, Business, and Skilled Trades and Technology meaning a large variety of software applications.



However, since it was founded in 1967, LC has remained committed to remaining both community-driven and globally alert.

**This can be clearly seen in their values:**

<b>Caring</b>	We attend to, and focus on the individual and collective success of our students, faculty, staff, and community by providing deep and broad supports
<b>Creative</b>	We design customized solutions for the real-world challenges that face our students, faculty, staff, and industry and community partners
<b>Engaging</b>	We build relationships by using all relevant communication channels to listen and respond to our students, faculty, staff, and industry and community partners
<b>Inclusive</b>	We eliminate barriers to the full and meaningful participation of all our students, faculty, staff, and industry and community partners, in the activities of the College
<b>Accountable</b>	We are each responsible for our individual actions and for contributing to the collective success of the College

They had these values in mind when they concluded that their current method of software delivery wasn't the best fit for their students, faculty, or IT department. Thankfully they could rely on the input of the OCCCIO to find a solution.

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## The OCCCIO

The Ontario College Council of Chief Information Officers, or OCCCIO for short, is a member run organisation which was established to further the strategic and operational goals and objectives of CIOs. One of the many benefits to being a member of the OCCCIO is that members meet frequently and exchange new ideas and technologies. Previously, LC had attended an OCCCIO conference in which there was a live demonstration and Q&A surrounding AppsAnywhere.

“I initially saw Software2 at a OCCCIO conference that I was at. One of the other colleges was presenting it and when she demonstrated AppsAnywhere, I knew right then it would be a game-changer for us at Loyalist. We looked at different software delivery models in the past and I knew AppsAnywhere was very different than them and it would improve our efficiencies in IT, but most importantly, it would improve student access to software that they needed.”

— Jennifer Fry ITS Manager



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## Student Expectations

LC were previously distributing software using Microsoft's SCCM, which was too time-consuming and unable to provide a long-term and reliable method of software delivery. LC needed to both increase IT efficiency and available resources whilst delivering a better software service to their students.

“Just giving them access especially the anytime in anywhere piece really allows students to do it on their schedule. Not all students are the same. You have some who are coming in as a second career and have families at home. They can't necessarily always make it in when they need to. So this gives them that flexibility to access the tools to do their work, and manage that within their own particular schedule. So, you know, I've heard nothing but great things!”

— Anthony Fields

In an [article](#) for Quinte News, the president of Loyalist College Dr Ann Marie Vaughan said that she has never been anywhere that focusses on student success like Loyalist does.

“We’ve learned what we’ve done in the last 20 months that really, really does improve student learning and what can we now use going forward. What do our programs look like? How do we deliver them? What does flexibility look like? You could see a very big change in how we deliver the types of programs that we offer as a result.”

— Dr Ann Marie Vaughan

The college has even adapted to the popularity of BYOD within their student population, by repurposing previous lab space.

“Space is always at a premium, so instead of having to expand physically in terms of, you know, adding on new wings etc, we’re able to repurpose some of our labs use them for other purposes. We don’t have the same number of students needing to access those labs because their own computer is now a lab anywhere!”

— AFields

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## Staff Feedback

Being able to deliver software a better way didn’t just affect the students; the faculty and IT departments were thrilled about it too.

“We knew that the students would get it. And they’re used to an app store. But faculty, we thought was a whole other ball game, but when we introduced the concept to them early on, they were very excited for it right off the bat.”

— Jennifer Fry ITS Manager



From the IT department’s perspective, the implementation of Cloudpaging via AppsAnywhere provided the ability for them to expand their software base, and understand what software is being used resulting in a financial benefit. Not only that but it also streamlined their workload!

“We would usually give ourselves three to four months during the summer months. We’ve now found a way to shorten that amount of time!”

— Jennifer Fry ITS Manager



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## Looking Ahead

LC say their mission is to empower their students, staff, and faculty and this is clearly reflected in their actions. They ensured digital equity for their students long before it became a hot topic due to COVID-19, and it's obvious that their students appreciate it.

“AppsAnywhere was one of the best acquisitions that the college had ever made in terms of providing flexibility for students and adding value to their learning experience. It is definitely going to be a big part of our strategy going forward. I mean, we love that students have this flexibility! We’re able to offer students opportunities to get the highest quality of education.”

— AFields

We are delighted to have partnered with LC and successfully cemented a long term relationship where we will continue to work together to provide digital equity to their students. We are looking forward to seeing what the future brings to this inspiring college!

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