

Carroll University



CARROLL
UNIVERSITY

AVAYA

The Power of We™

Located in Waukesha, Wisconsin, Carroll University received its original charter in 1846 from the Wisconsin Territorial Legislature. Today, it has an enrollment of over 3,000 students from 24 states and 12 countries.

The University's educational philosophy is sustained by the four pillars of integrated knowledge, gateway experiences, lifelong skills, and enduring values. These pillars support the Carroll experience and the University's vision for Carroll students to achieve a lifetime of potential.

CHALLENGE

Carroll University's Learning Commons, physically located in the university library, has expanded exponentially so that it requires a full floor of the library building. Usage recently grew from 27,000 visits in one year's time to 35,000 in just one semester. Having over-reached the limits of its physical space, the Learning Commons needed a way to continue growing without requiring additional real estate. As students came to depend

upon it more and more as a primary source of information, collaboration, and tutoring, the service had to expand beyond available space and the library's hours of operation for anywhere, anytime accessibility.

Other departments within the University also had goals for using advanced communications technologies to expand and improve services, while at the same time improving costs.

"Delivering more and better services at lower costs"

John Arechavala, Director, IT Infrastructure Services, stated, "Throughout the University we have many people who are interested in delivering more and better services at lower costs. At the same time, we are seeing the emergence of more non-traditional students who may work full- or part-time, have families, and so forth. Their schedules don't necessarily fit with the traditional academic structure. Communications technologies can be a huge resource for meeting these needs. The Information Technology Service

department at Carroll is always looking for the best, most viable and economical solutions."

SOLUTION

In Summer 2010, Carroll University inaugurated a pilot program with Avaya web.alive™, originally for three important groups/functions within the University:

- the Library Services' Learning Commons, which provides tutoring, student project collaboration, and other in-depth learning opportunities;

- recruitment programs and inter-university collaborations for International Studies; and
- the Faculty Advising group.

Usage has expanded to adjunct faculty training and is being considered for Career Services, and other functions. The application is currently being deployed for all staff and faculty computers. The IT team reports that training on the system is quick and easy. A 5-step training PowerPoint was developed by the IT staff, along with additional trainings such as the "Avatar Workout."



Examples of Carroll University's custom web.alive environment

“Whether it’s in education, business, health care or any other field, the cost of doing business via traditional means will not get any cheaper. At Carroll University, we have found that Avaya web.alive creates exceptional value to enhance communications and collaboration, expand access, and provide enormous ‘green’ savings for many different functions.”

- John Arechavala, Director,
IT Infrastructure Services

Avaya web.alive is a 3D online, on-demand, interactive virtual conferencing and collaboration environment. It is accessible from any Internet connection to support one-on-one conversations and group sessions, large or small. In this environment, knowledge freely flows — from instructor to students, peer to peer, coach to team — all while presentations materials are displayed.

Avaya web.alive software is a browser plug-in that integrates with existing network, security, and business software tools. It can be deployed through cloud computing or a virtual private network, and be accessed via desktop, laptop, or tablet PC. Carroll has chosen to deploy via cloud computing because of its international exposure.

VALUE CREATED

Cost savings and increased participation

Carroll’s International Studies program recently used web.alive to hold two sessions of multimedia programming presented by a Carroll alumna at Lingnan University in Hong Kong. The program included Flash video, PowerPoint, and interactive Q&A. Attendance was **two times greater** than similar live presentations on campus. Cost savings for this project alone were **\$11,400** through the elimination of travel expenses.

Arechavala stated, “We know that we’ll continue to see huge cost savings for the International Studies programs because relationships that are developed in-person through costly, time-consuming travel can now be cultivated and strengthened consistently through web.alive,

without increasing the amount of travel. We have local ‘green’ savings as more students—particularly those off campus—can receive tutoring and faculty coaching via web.alive. There will be reductions in the carbon footprint, in time, travel costs, and potentially facility expenses as offices become more virtual in nature.”

Agility and productivity

“Avaya web.alive originally caught my eye because it appeared to be more professional, substantive, and agile than other collaborative tools on the market. Working with it in production, we are finding that it is a very sophisticated business tool with almost unlimited potential to facilitate learning, interaction, and collaboration. It is highly

customizable, and both the sound and image qualities are excellent. It allows us to make resources available in nontraditional hours and in non-traditional ways. The agility of web.alive allows the university to meet the dynamic needs of students. The whole landscape of education is changing rapidly; web.alive will help us to be on the leading edge.

“We feel that’s the sign of a valuable and agile application—when people in many functions are excited by it, see the possibilities, and really want to use it.”

One of the newest applications of the technology has been developed for orientation of adjunct faculty through CETI (Center for Educational Technology and Innovation). CETI director Dr. Terri Johnson holds virtual office hours to acclimate new instructors to the University course management system and learning technologies. “Adjunct Instructors are often not available during regular business hours to attend training sessions, but through web.alive, we have the agility to train them without interfering with their work schedules,” Dr. Johnson explained. The sessions are facilitated by desktop sharing capabilities of the web.alive environment.

Image enhancement

Arechavala pointed out that, although Carroll is a relatively small university, it is developing wide international associations and reach. “With its professional appearance and functionality, and extensive capabilities, Avaya web.alive helps to enhance our image as a very tech-savvy institution. That increases our appeal to current and prospective students, faculty, and people throughout the educational community. I think almost any organization, in any field, could experience a real boost in its image through the use of this technology.”

Relationship building and productive collaboration

Avaya web.alive offers numerous “spaces” and options within the platform, not only for the presentation and discussion of information and simultaneous direct Internet access, but also for a unique feel of “being there” with no sense of distance among the participants. Various rooms can accommodate one-on-one or small group conversations, as well as large group meetings.

Arechavala concluded, “Looking ahead, I think the greatest values

that web.alive can offer to business, education, and other fields will be bringing people together in productive collaboration and making the virtual experience feel real and poignant so that interaction takes place and relationships are formed. This application does it more efficiently and effectively than anything else I have seen.”

For more information on how Avaya can take your enterprise from where it is to where it needs to be, contact your Avaya Account Manager or a member of the Avaya Connect channel partner program, or access other collaterals by clicking on Resource Library at www.avaya.com.

All statements in this case study were made by John Arechavala, Director, IT Infrastructure Services, Carroll University; and Dr. Terri Johnson, Director, Carroll University Center for Educational Technology and Innovation.

Systems and Applications

- Avaya web.alive™
- Avaya S8300 Server
- Avaya S8500 Server
- Ethernet Routing Switches: ERS 2500, ERS 4500, ERS 5500, ERS 5600, and ERS 8600 Series

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

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