

# Meet the Mobility Demands

Case Study - Mount Wachusett Community College



## Institutions' Introduction



Mount Wachusett Community College is a two-year community college in Gardner, Massachusetts. It offers associate degrees as well as a transfer program for students to earn credits for transfer to other colleges. MWCC offers more than 40 academic programs that allow the students to earn an associate degree of science, associate degree of arts, associate of applied science, or a certificate. Mount Wachusett Community College is an accredited, public two-year institution serving 29 cities and towns in North Central Massachusetts. MWCC students enjoy many support services and resources, including the Fitness and Wellness Center, the Academic Support Center, and the 555-seat Theatre at the Mount. Courses are offered in the day, evening, on weekends, and online.

## Problem Statement

With the rapid increase in smartphones and tablet usage on-campus, students have begun to expect access to all of their campus resources at their fingertips. Mount Wachusett Community College was experiencing a demand for mobile access to the IT Help Desk, a new channel to reach out to Help Desk agents through.



# Solutions

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BlackBeltHelp is the number one Help Desk provider in the higher education space, created a cutting-edge mobile app and chat feature to provide student, faculty, and staff a quick connection with Help Desk agents & campus resources:

**General Inquiry** Students can use the BlackBeltHelp mobile app to view campus events, course listings, campus directories, dining hall menus, and campus map

**IT Help Desk Access** With the touch of a button, end users can quickly access tickets & Help Desk agents to resolve issues with computers & laptops, network connectivity, software applications, operating system, email & communication, printer & scanners, and virus removal

Administrators can monitor sales activities through a holistic view of prospects, students, and

# Benefits & Impact

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By combining campus resources (events, course listings, campus directories, dining hall menus, maps etc.) with IT Help Desk services, end users have a one-stop-shop for their campus questions and immediate access to support agents.

The move added a huge value as number of important resources that had not previously been easily accessible through a mobile device were getting smoothly accessed.

- **1000+ app users and growing**
- **IT Help Desk chat response of approximately 60 seconds**
- **Improved student engagement and satisfaction by 60%**

# About BlackBeltHelp

BlackBeltHelp is a leading provider of help desk products and services supporting Higher Education for past 5 years. With over 200 clients globally, BlackBeltHelp provides wide range of Product and Services to improve Help Desk administration and end user experience.

## Disclaimer

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