Using Social Business Software to Replace LISTSERVs and Improve Collaboration

edu1world.org

bringing the global higher education campus together

Enterprise Hive

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Managing the state-wide implementation of student information systems across more than thirty colleges and universities is quite a challenge. Institutions are urban, rural, large and small. They are two-year and four-year institutions. Higher education employees want to share information and learn from each other. The GeorgiaBEST program envisioned bringing this community together, in order to enable collaboration and sharing. Enterprise Hive made that vision a reality.

Community Name: GeorgiaBEST

Information Technology Services (ITS) is the University System of Georgia's (USG) central organization for technology-based services. ITS's primary objective is to ensure that technology empowers the USG to deliver vital academic support, business services, and information securely to approximately 315,000 USG students, 42,000 educators and administrators, and 9,350,000 Georgia residents.

Working with their customers, ITS strives to be an organization that is agile, innovative, flexible, service minded, and creative in problem solving. ITS connects people to people, to their work and studies, and to the information, training, and technical resources they need to achieve their goals.

By assembling a highly talented team of IT experts, ITS delivers innovative solutions such as the GeorgiaBEST Community of Practice within edu1world.org. The GeorgiaBEST Community of Practice supports the USG mission of creating a more educated Georgia.

Goals for the GeorgiaBEST Community

Saving time and resources to help institutional users stay current with projects that affect each of the 34 campuses was a major objective in launching GeorgiaBEST on the social business software platform HiveSocial. An important goal for the communities was to move away from LISTSERVs in order to reduce costs and provide easier access to information. Nicole Pittard, Customer Relationship Specialist at USG Information Technology Services and moderator of the GeorgiaBEST community said, "LISTSERV is not collaborative. It is hard to find information easily unless you keep your email and many users don't have time to go out and search the LISTSERV archives. We use GeorgiaBEST as a knowledge library, and a collaboration community. Our communications and collaboration have significantly improved."

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Rapid Configuration Time

Utilizing best practices, pre-configured templates and knowledgeable project managers at Enterprise Hive, customers can expect to begin using collaborative communities within weeks. Whether you are implementing a community of practice, a professional learning community or a collaboration community, HiveSocial from Enterprise Hive provides an industrial strength social business software platform.

Nicole Pittard said, "Within four weeks, on a part-time basis, we launched a completely branded and configured community and were ready for over 350 people across our 34 campuses to join. As soon as individuals became members of our communities they immediately were able to connect with GeorgiaBEST members on other campuses, share best practices, find documents, locate newsletters and get the information and updates on our Banner implementation project all in one place."

Learning to use the software

With only a short learning curve, the moderator of the GeorgiaBEST community was quickly trained to use the administrative features of HiveSocial. Enterprise Hive provides hands-on, personalized training for each community. Each customer works with a project manager to ensure rapid configuration and knowledge transfer. Pittard confirms, "The support and service we received from our project manager provided us with best practices that ensured we stayed on track, met our users requirements and launched a vibrant community."

Site Management is Easy

The GeorgiaBEST team reports that once the site is up and running it is easy to maintain and does not require significant resources. Allocating one to two hours a week on site administration, GeorgiaBEST maintains a vibrant and active community for members with varying degrees of experience and interests ranging from technical to specific application areas.

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Highly Recommended!

Enterprise Hive offers several options to implement HiveSocial communities. As strong supporters of the services that edu1world.org provides to higher education, GeorgiaBEST decided to host their community within edu1world.org.

Today, not only do GeorgiaBEST members have a private community of practice, but they also have complimentary access to data and information that can only be found on edu1world. From every aspect, a HiveSocial Community was a great decision for GeorgiaBEST.

Nicole Pittard shared some of the GeorgiaBEST staff comments with us:

"Our experience with implementing a HiveSocial community on edu1world® has been a great success, from the initial help in configuring the site to the continuing online help when we need it."

"Being a part of edu1world is very valuable to our members. It's a great way to connect and communicate with others outside of our GeorgiaBEST projects."

"We strongly recommend Enterprise Hive and their HiveSocial software solution to other colleges and universities."

"I think HiveSocial could be applicable to almost anything you wanted it to be."

Above: a screenshot of the GeorgiaBEST community within edu1world.org

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Exponentially Expandable

GeorgiaBEST currently has seven sub-communities:
- GeorgiaBEST Accounts Receivable
- GeorgiaBEST DegreeWorks
- GeorgiaBEST Developers
- GeorgiaBEST Financial Aid
- GeorgiaBEST Hosted Institutions
- GeorgiaBEST Mobile Applications
- GeorgiaBEST Student

Given the success of the GeorgiaBEST community on edu1world.org, Karen Nunn, Georgia BEST Program Director, is currently in the process of utilizing the HiveSocial platform to offer a community (independent of GeorgiaBEST) for collaboration among state systems of higher education.

Summary

"The software has been a great help to us; we are excited about moving away from our LISTSERVs. With all of the standard features of the platform including email to post and email to comment, we are decommissioning some of our LISTSERVs in favor of GeogiaBEST communities on edu1world. I think that in itself is going to help really drive our users to the community as their one source for communication with our group."

"The product is easy to use and set-up. It is low maintenance, and the support we have received from Enterprise Hive has been very good; we are very pleased. Overall, it has been a very good experience."

Nicole Pittard, Customer Relationship Specialist

About GeorgiaBEST Community

GeorgiaBEST Community is a collaborative association of thirty-four colleges and universities that are part of the University System of Georgia. ITS provides support for technology initiatives, and the GeorgiaBEST Community unifies the varying institutions within the organization.

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More About ITS

ITS provides anywhere, anytime electronic access to information resources to these constituents. ITS supports the USG in its mission to provide high-quality instruction, research, and service by offering the following services and solutions:

- Distance learning and online learning management systems
- Security and e-privacy
- Library services including GALILEO— Georgia's Virtual Library and GIL (GALILEO Interconnected Libraries)
- Strategic decision making and reporting
- PeachNet (USG's statewide network), operating systems, and database services and support
- Student and financial information systems management

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About Enterprise Hive®

Enterprise Hive develops, markets, and supports social business software-as-a-service (SaaS). Enterprise Hive focuses on the education and technology sectors with two products, HiveSocial® and HiveSocial Now®. The company's products are designed to meet the needs of education and government organizations and corporations or corporate divisions that serve them.

Founded in 2009, Enterprise Hive's customers include Atlanta Metropolitan College, Ellucian, HP, iData, Jenzabar, Oracle and Saba.

edu1world.org is powered by HiveSocial, social business software from Enterprise Hive. edu1world has over 30,000 members representing individuals that work in and serve the global higher education market.

edu1world® is configured using Enterprise Hive®

- Internal and External Collaboration Communities: HiveSocial Now® and HiveSocial®
- Developed for Education and Government Organizations
- Delivered as a Service to Maximize Value and Minimize Costs
- Service and Support from People who Understand Your Requirements

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