



Classter

UCREATIVA CASE STUDY

CLASSTER ALL-IN-ONE SIS HELPS UCREATIVA UNIFY EDUCATION IT INFRASTRUCTURE

CUSTOMER

The Creative University College (Ucreativa), Costa Rica

SOLUTION

Classter All-in-One SIS for Higher Education

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CHAPTER 1

ABOUT UCREATIVA

THE CREATIVE UNIVERSITY COLLEGE

IN A GIST

The **Creative University College (UCreativa)** is a private higher education institution, offering Bachelor's Degrees, Professional and **Technical** Diplomas in the fields of **Design, Fashion, Communication, Digital Animation and Video Games, Audiovisual Production, Technology, Engineering and Architecture & Interior Design.**

It enrolls **1.200 students** in **8 different schools** offering state-of-the-art and student-centered education programs, helping them build connections with creative leaders in the design industry.

UCreativa's purpose is to contribute substantially to the teaching processes in design, art, business management, engineering and technology, with the intention of supporting the development of the creative industry.

UCreativa



CHAPTER 2

CHALLENGES

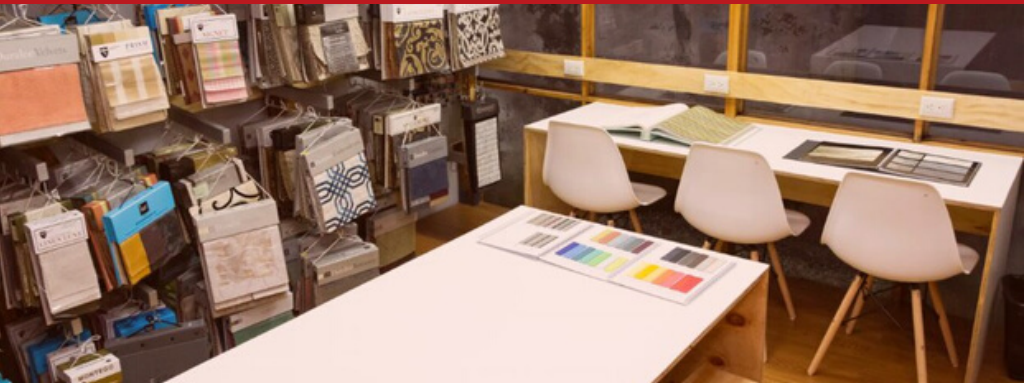
UNIFY A FRAGMENTED IT INFRASTRUCTURE & DIGITALIZE ACADEMIC PROCESSES

As a top-notch institution with 1,200 students in 8 Schools, UCreativa wants to have an in-depth, complete overview of the entire student journey. Before Classter, they used several IT tools, many of which were legacy solutions that were isolated and without configuration options.

This challenge made it **difficult to create a unified IT environment** for managing processes across different departments (Admissions, Academics, Accounting etc.)

Also, with the previous system, the UCreativa admissions office **could not provide an online environment** to applicants and students for applying to educational programs and registering for courses. Thus, applicants and students had to be present physically and fill out a lot of paperwork that had to be processed and entered manually into the system.

As a result, Admission management was looking for an SIS that would help the organization establish a solid procedure for handling admissions and removing the inefficiencies arising from manual management of the registration processes.



On top of that, the **COVID-19 pandemic** created an emergency situation where **classes should be switched to distance learning** but according to the ongoing timetable. Relying only on Google Meet didn't help UCreativa's administration having a complete overview of the process.

Also, UCreativa's IT department was looking for an SIS with **out-of-the-box integration** with **Google Workspace** (previously G-Suite) and **Google Classroom**, as many academic processes were hosted on Google's platforms. More specifically, administration staff had to create manually the Gmail accounts for each student intake, thus creating a lot of overhead for the team.

Keeping students **engaged with the academic curriculum** and **grading requirements** is a crucial factor in each students' success. So, one of the requirements during the SIS selection process was the option of providing UCreativa's students with an **online portal for accessing all academic and financial information** in real-time, from the ease of their mobile devices.

After identifying these challenges, the buying committee had evaluate a number of SIS solutions such as Classe365 and Campus Cafe. Apparently, **none of these solutions offered the configuration flexibility** for meeting UCreativa's unique structure requirements. Also, Classter was the only vendor providing a **powerful Admissions module**, synching with the main functionality of the Core SIS.

CHAPTER 3

OUR SOLUTION

*CLASSTER ALL-IN-ONE SIS***Paperless Admissions**

Students' registrations and enrollment for each program can be carried out in a paperless online environment while all the relevant data are stored in the cloud.

"Single Source of Truth" SIS

Classter provides a reliable centralized cloud-based environment for storing and accessing students' data, with the security of MS Azure infrastructure.

Academic Management & Reporting

Classter offers the functionality for easily creating timetables and schedules for different educational programs and having unified reporting across different departments and schools.

Hybrid Learning Environment

The out-of-the-box integration with Google Workspace allows teachers to easily switch to a distance learning environment according to a common timetable.

**Student Portal**

Students now have a user-friendly interface for accessing information about teaching sessions, calendar events, and marking. Also, Classter offers a built-in CRM that offers a rich set of features such as internal communication, real-time mass messaging, pre-scheduled announcements, events management, and more.






CHAPTER 4

COLLABORATION

UNDERSTANDING A UNIQUE ACADEMIC STRUCTURE

UCreativa and Classter have developed an excellent partnership, based on 3 pillars:

-  Leveraging a unified cloud solution that is easy to manage and scalable, which **reduces the college's overall operating costs**.
-  Understanding the **unique curriculum structure** of UCreativa and provide tailored implementation solutions
-  Creation of an **open college** with direct communication between students and faculty.



UCreativa



CHAPTER 5

ABOUT CLASSTER

CLASSTER ALL-IN-ONE SIS

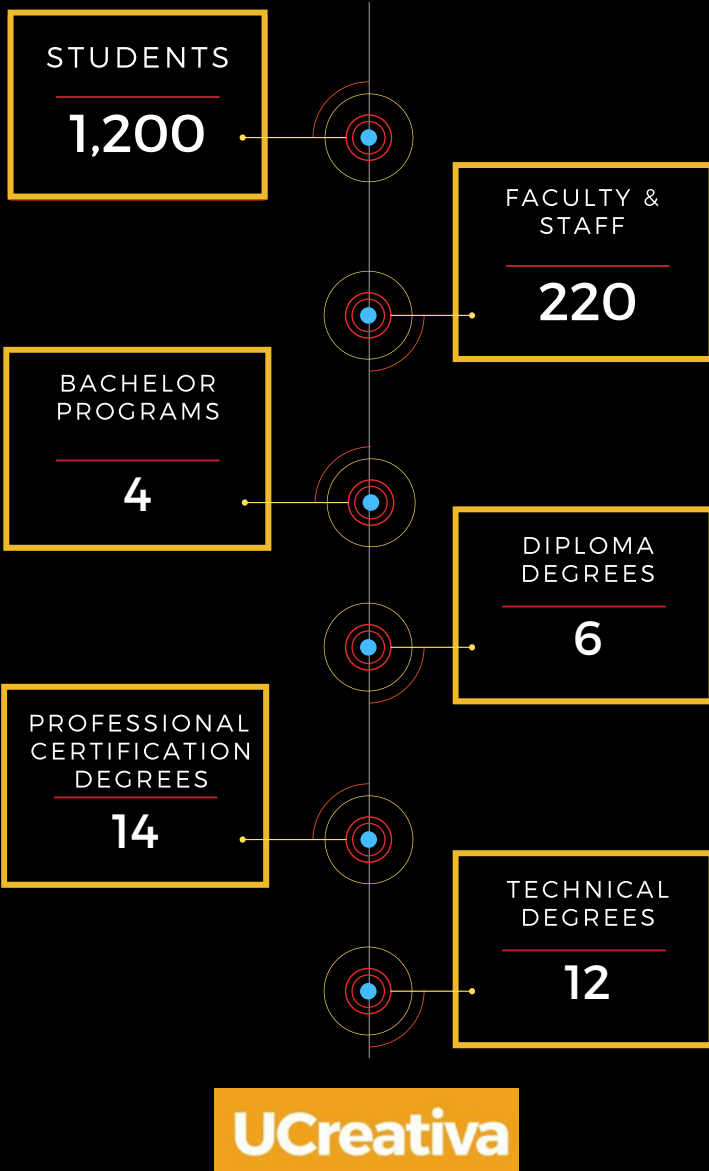
Classter is revolutionizing the educational technology space, as it has been designed and implemented to help educational institutions reduce bureaucratic processes and enhance the efficiency of their existing resources with the goal of improving the educational experience for all stakeholders: students, teachers, employees, alumni, and parents.

Founded in 2016, it is one of the most innovative education management platforms in the world using SaaS architecture, providing an end-to-end solution as it combines the features of five different management systems, Student (SIS), School (SMS), Learning (LMS), CRM and ERP.

Classter is currently used by more than 500 educational institutions worldwide, with over 500,000 active users on the platform in more than 30 countries.



KEY NUMBERS



CUSTOMER FEEDBACK



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We are a very particular university with a certain complexity that required many hours of work between the teams of both organizations. However, the availability of the Classter team was exceptional.

The Classter team made sure to adjust the system to our need and implement development to make it work for us. There was a lot of patience and flexibility.

Once we had the right configuration in the system, the management of admissions and administration processes was much easier

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Mariella Coto
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UCreativa

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