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Delgado CC Expands Outsourced Support Agreement with Presidium

By Dian Schaffhauser

Delgado Community College (DCC) will be expanding its relationship with **Presidium Learning** for outsourced support for IT services, financial aid, the bursar's office, and registration. The new approach to servicing campus constituents, named DCCLive!, will provide students, faculty and staff a single place to turn with questions and issues about services provided by these departments.

Delgado, based in and around greater New Orleans, serves 14,000 students including an online population of 3,400 students.

"The core competency of our institution is and always will be focused on teaching and learning. We want to give our students every opportunity to succeed," said Arnel Cosey, assistant vice chancellor for Student Affairs. "We've already seen transformational results in what Presidium can help deliver for IT support. We look forward to translating the power of this partnership into results throughout our student body to provide the best experience and help our students succeed."

Delgado will provide 24x7 support services via phone, Web, chat, and self-help tools. The college first began working with **Presidium** in 2006 following Hurricane Katrina to ensure support for its core academic technologies.

Thomas Lovince, CIO of Delgado Community College, who managed the original service desk relationship with **Presidium**, reports that, "based on the best practices born in the IT service desk, we are able to bring the power of a co-managed solution throughout the college. To be successful, it is not enough to keep the lights on and servers running. Success is about providing excellent service and acting as a positive example for the college as a whole."

Presidium Learning said in a statement that it works with 650 colleges and universities. Clients include the University of Nevada, Las Vegas and the University of Kentucky. Its contact center services include support for course management systems and distance learning programs, technical help desk support, and student customer service.

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