

Welcome to the Campus Labs Community!

Now, ready to get to work? Campus Labs knows how to deliver value and help our member institutions succeed.

Through our experience and expertise, we have identified initial steps that our most successful campuses accomplish in their first 30 days of the Campus Labs partnership. If you want to get things started quickly, read and complete the Successful Start Plan to set your campus on the best possible path to exceed your goals and move quickly into the Onboarding phase. For each step, you will find a brief explanation of what it is and a Success Start Action list that should be completed for each step.

Success Start Next Steps

1. **Review Onboarding Process**
2. **Start Authentication**
3. **Know your Campus Labs Partners**
4. **Organize your Institutional team**
5. **Identify Communication Strategy**

To complete this guide, please work through each step, in sequential order. Official onboarding will not start until the Kickoff call so use your best judgment in completing these steps to be better prepared. Working through this plan will better prepare campuses to start onboarding and move quickly.

The Member Campus Community

We're proud to partner with so many colleges and universities—
and excited to be making a difference in Higher Education.

A trusted partner of more than

1400

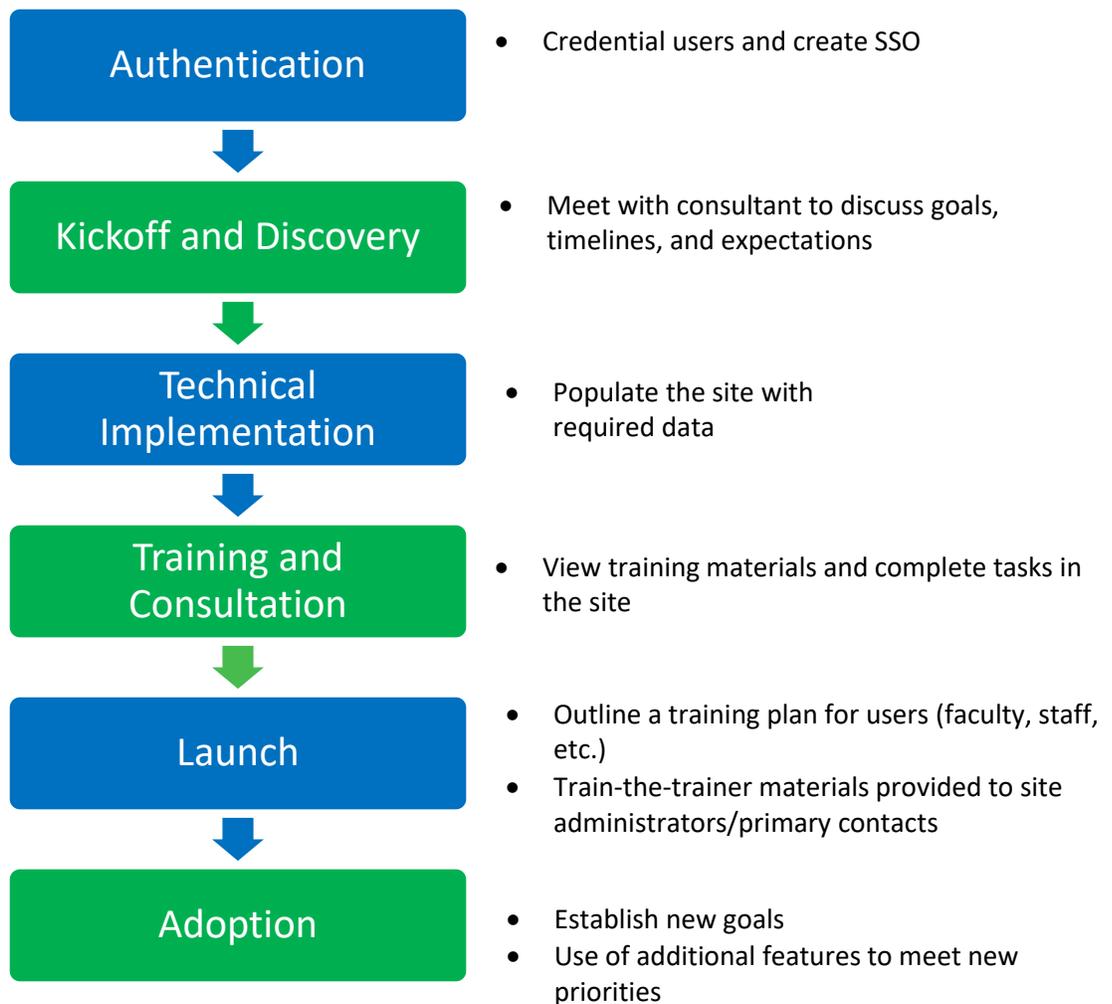
member campuses

Step One of Your Successful Start:

Review the Onboarding Process

The Campus Labs Solutions will help initiate the creation of your institutional data ecosystem. Our Onboarding Team will work with you to understand your goals and guide decisions about your site set up and configuration to properly meet those needs.

The Onboarding team will work with Campus Labs Technical Specialists and your institutional team to understand the platform’s technical requirements and provide guidance in file construction. We will work to make sure you understand the implications of decisions and provide guidance to make sure the site configurations will meet your needs. This guide will provide guidance to complete Authentication and prepare campuses for the Kickoff.



The Onboarding Team will also provide innovative educational experiences so our campus partners understand their site functionality and use for the initial projects. Onboarding will be complete once your institution achieves their initial goals and launches the solution to users on campus. The Adoption team will collaborate with you and your campus team to establish your next set of priorities.

Successful Start to Your Onboarding Process

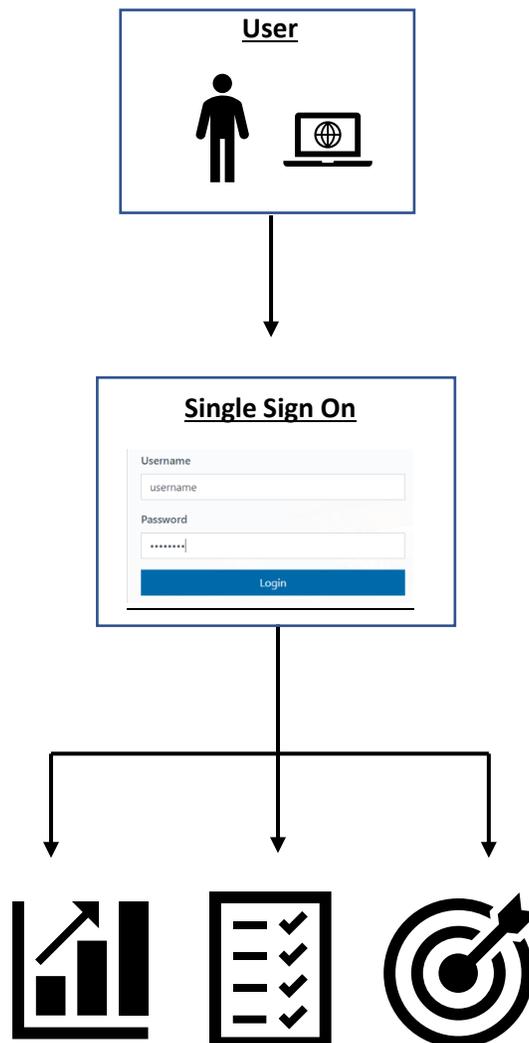
- Use the onboarding outline as a reference for each of the next steps in the Successful Start. Reference it often. Use it to prioritize your work,
- Move to Step 2 to Start Authentication

Step Two of Your Successful Start:

Starting Authentication

Campus Labs connects to campus authentication systems in order to identify and credential users. This means that campus users will log into Campus Labs using their campus username and password.

Single sign-on (SSO) is a service that permits a user to use one set of login credentials (e.g., name and password) to access multiple applications. SSO is used to increase productivity and strengthen security.



Campuses who want to start their implementation quickly should get started on authentication right away. Campuses need to complete authentication before any work in your sites can begin.

Successful Start to Authentication

- Identify an Authentication Coordinator. Find guidance [this page](#) with Role Descriptions.

- Send the Authentication Manager the following links
 - [Authentication Section of the Implementation Worksheet](#)
 - [Authentication Worksheet](#)
- Once completed, your Authentication Manager will send the Authentication Worksheet to authentication@campuslabs.com. If started right away, Authentication can be completed quickly. The average completion time is 2-3 weeks. Please communicate your timelines and expectations with your Authentication Manager.
- Our Technical Implementation team will work with your Authentication Manager to complete the process after receiving the Authentication Worksheet. Kickoff and Discovery will start once Authentication is complete.

Step Three of Your Successful Start:

Knowing Your Campus Labs Partners

Campus Labs strives to empower higher education through the strategic use of data. We are inspired to help campuses leverage their data ecosystem to develop insight, identify opportunities, and enable institutional improvement. We aspire to be more than just a great company, but an organization that transforms higher education.

Campus Labs knows how to deliver value and help our member institutions succeed. We have created an organizational structure that will deliver expertise, guidance, provide strategic recommendations for your success. Take a moment to get to know the different teams you will work with here at Campus Lab.

Our Philosophy

Intentional implementation. Support when you need it.

Our goal is to help you achieve yours.

Although we've worked with more than 1400 institutions, we know that each campus is unique. Our Campus Success team will work directly with your faculty and staff to maximize the impact of our toolset to achieve your goals. As a valued Member Campus, you'll receive full support before, during, and after implementation.

"Campus Labs has a track record of success. Their sophisticated and smart staff, exceptional resources, and data-driven approach offers us a powerful resource to help define the learning we are engaged in on-campus."

-Patty A. Perillo, PhD | VP for Student Affairs, Assistant Professor, Higher Education Program, Virginia Tech

Campus Success Team

Through proactive, strategic consulting, the Campus Success team will leverage their extensive higher education experience and help our members progress in the goal of empowering their institution through the strategic use of data. Campus Success can further be broken down into two different stages of your relationship with Campus Labs.

- **Onboarding:** One of your first partners in your Campus Labs experience, the Onboarding Team provides innovative educational experiences and personal consultation, to assist campuses in achieving their initial platform configurations and exceeding their initial goals. We provide

industry-leading training, services, and resources necessary to get up and running with your Campus Labs platform and on your way to success.

- **Adoption:** The Adoption team will guide you in the strategic vision and prioritization of projects related to your data ecosystem and data transformation. Through consultation and proactive outreach, the Adoption team will provide you with the resources and opportunities that you need to further grow, adapt and exceed expectations.

Campus Labs Support

Help is just a phone call, online chat, or email away. Campus Labs provides industry leading support for you and all of your users. Students, faculty, and staff all receive access to comprehensive one-on-one support and unmatched product expertise.

- Support Chat Hours: 9:00 a.m.-5:00 p.m. EDT M-F
- Support Phone Hours: 8:00 a.m.-8:00 p.m. EDT M-F
- Phone: 716-270-0000
- Ticket: campuslabs.com/support

Technical Implementation Team

With support, training and assistance from your Technical Implementation team, your Campus Labs Platform will be fully populated with your campus's data allowing you to use the tools within our platform to their full potential. The platform can, should, and in some cases, must be integrated into existing institutional data infrastructure to gain the most benefit from its capabilities.

Campus Solutions

Each member will have a dedicated Account Manager that will work to support your campus through the renewal process, help you explore expanding your portfolio of Campus Labs solutions, and guide you through the contractual process of renewing or adding to your agreement with us.

Professional Services

We offer professional development and strategic advising services customer-tailored around your institution's needs. When utilizing professional services, you'll have access to a team of Campus Labs professionals who have decades of higher education experience.

Success Start to Know Your Campus Labs Resources

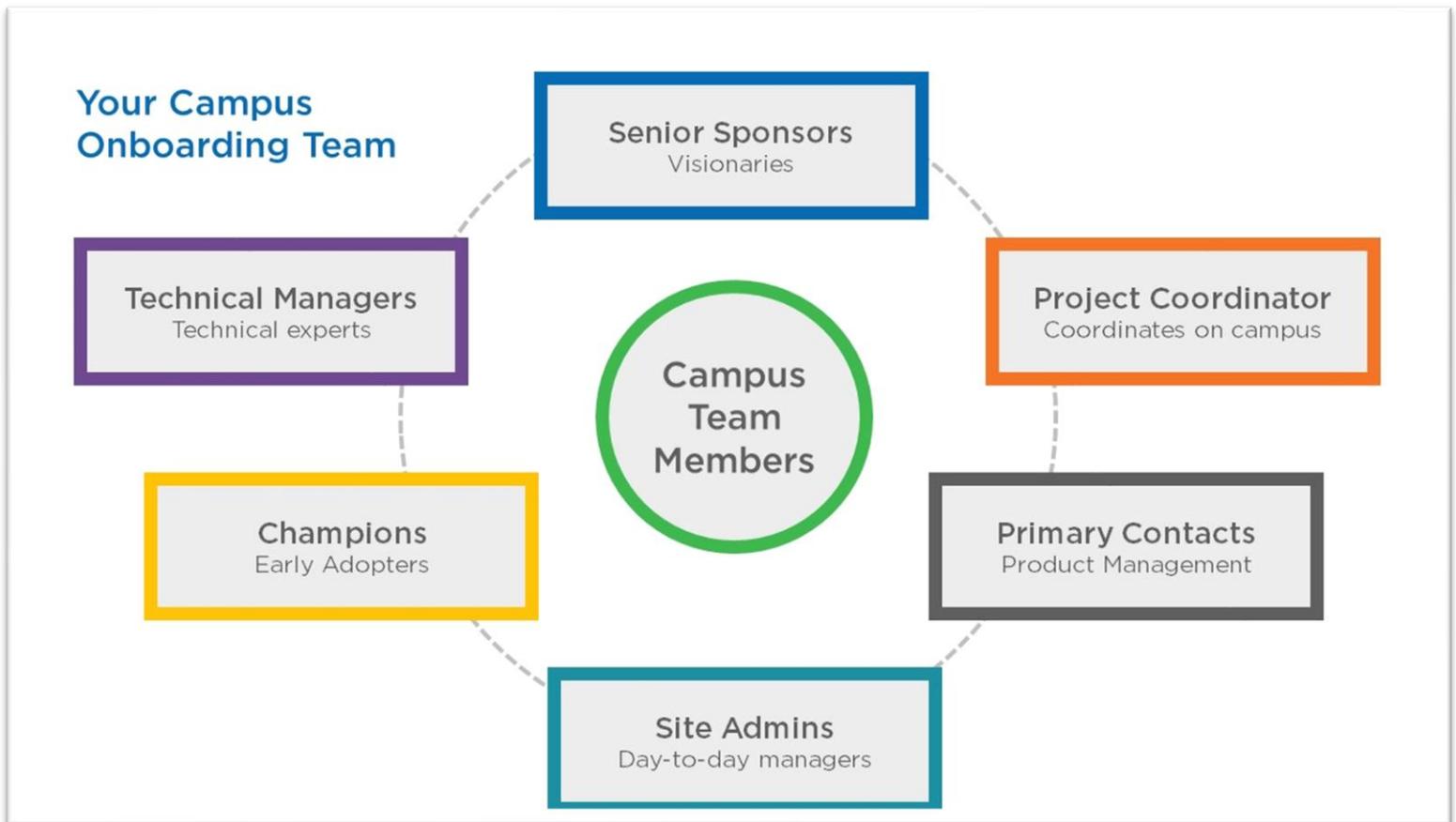
- Know where to find information about these teams and their resources. Look at the following pages and then spend a few minutes exploring each.
 - [Campus Labs Help Centers](#) – Resources to help our campuses succeed
 - [Campus Success](#) – Highlighting the training at our annual campus conference and see what we did [last year!](#)
 - [Professional Services](#) -customer-tailored around your institution’s needs
 - [Campus Intelligence](#) – Our thought leadership and [research](#) space.

Step Four of Your Successful Start:

Organize Your Institutional Onboarding Team

The Campus Lab platforms empower higher education through the strategic use of data. This requires input, information, work, and decisions from multiple stakeholders on campus. With over, 1,400 implementations completed, the Camus Success Onboarding team has identified a group of on-campus partners that will be the most influential in creating the initial vision, goals, and configuration of your solution set.

This group is a mixture of both technical and functional leaders who, together, will be accountable for bringing this tool set to campus, visioning the strategic use of the toolsets, and the success of the Campus Labs partnership. Our Campus Labs teams will partner with members of this groups to prioritize goals and develop success plans. This team will grow and expand as the partnership with Campus Labs grows. For initial onboarding, we have identified a core group of people whose input and work is necessary.



Successful Start to Organize Your Institutional Onboarding Team

We have developed a worksheet and guiding material to help your campus understand the roles and to identify the best people to fill them.

- Read the Role Dictionary and Role Worksheet.
- Facilitate conversations with potential team members about role fulfillment
- Fill out the Role Worksheet. For product specific roles, you will only need to fill out roles related to the products in your Campus Labs agreement. *Email a completed worksheet to your Campus Relations representative.*
- Campus Labs will use this worksheet to send out further information to the appropriate contacts for product roles and to prepare for Kickoff and Discovery.
- When authentication is complete, we will use this worksheet to schedule a Kickoff Call with the right group of people.

Step Five of Your Successful Start:

Communication is Key

Your institutional data is complex and deep. Campus Labs will work with you to make sure your Campus Labs solutions are populated and configured to make meaningful use of the data. Your Campus Labs Onboarding Team will provide expert advice and strategic guidance, but campuses will have to make the final decisions on configurations, processes, and other issues.



During the Onboarding stage, it is important to make sure that each team member will be fully informed and able to provide input into the decision-making process. To enable your institutional team to move quickly and make a successful start, it is important to think about how the institutional team will organize and communicate. Having established guidelines will enable your team to make progress and achieve your goals. Staying committed to regular communication is a key to success.

Successful Start to Team Communication

Reflect on the following questions. Use the answers to help organize the team and develop guidelines for communication. Feel free to share with your Primary Contacts as appropriate.

- Have you identified a Project Coordinator?
- Will appropriate parties meet on a regular basis to discuss and make decisions? Will you keep an official email chain of record for internal conversations?
- Have you looked at schedules? Have you set aside time to work on your Campus Labs Onboarding projects? Use the Role Dictionary as a guide for the amount of time each individual will need to set aside to complete work. Start to block off work time now and compare schedules to find time when everyone can meet.
- In the consultation and training phase, how will you access and complete trainings? Individually? In a group setting?
- Campus Labs will ask for institutional documentation as well as deliver worksheets to guide decision making. Where will these documents be kept? In a shared folder? By a team member?

Broaden Your Connections

The only platform that evolves your data experience.

