Transforming Access at Laramie County Community College

The Challenge

With multiple digital resources for their users to access, LCCC IT were flooded with help desk calls and stretched to their limit handling these requests. Students and faculty were getting frustrated with multiple accounts and login prompts. In 2018, the college resolved to find a better way of delivering their digital resources. The new solution would need to support SSO for a wide variety of applications and be simple to use.

Choosing ClassLink

To foster a better user experience for their nearly 6,000 users and to relieve IT staff from the stream of password reset inquiries at the start of every semester, Laramie County Community College recognized that ClassLink offered the most robust single sign-on solution that would allow them to streamline access for all users (IT Administrators, students, faculty, and staff). In 2018, LCCC implemented ClassLink under the name ‘myLCCC’. A straightforward implementation and rollout followed.

The Outcome

ClassLink gives LCCC IT time to focus on projects that help the college and less time managing passwords. Students and faculty benefit from secure and easy access to their web applications and can reset forgotten passwords. myLCCC has been customized to include so much more than just their core learning applications including orientation resources. With ClassLink My Files, users have access to their school network files, eliminating the need for students and faculty to login to a VPN.

Usage data provided in ClassLink Analytics helps guide conversations with their IT Governance Committee on campus to make better informed decisions about the applications they choose to renew and implement.

“Since we implemented ClassLink, password reset requests have decreased dramatically. The single sign-on implementation could not have been easier, and we have since integrated it with Canvas, Office 365, Ellucian, library resources, and onboarding documentation. We could not be more pleased with how easy this product is to use.”

Chad Marley, Laramie County Community College