



**LARAMIE COUNTY  
COMMUNITY COLLEGE**  
Cheyenne | Laramie | Online

## Overview

### INDUSTRY

Education, Post-Secondary

### PROFILE

Laramie County Community College (LCCC) is a public community college in Cheyenne, Wyoming. The college enrolls nearly 5,000 students and employs over 700 faculty and staff.

### CHALLENGE

LCCC needed a system that would organize all their applications and allow them to streamline access for students, faculty, and staff.

### SOLUTION

In 2018, LCCC chose ClassLink to deliver their digital resources to students and faculty with just one LCCC account to login to. ClassLink provides single sign-on access to apps and files from anywhere, on any device, improving efficiencies and reducing burdens on IT staff.



### PROJECT LEAD

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## 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*