



Overview

INDUSTRY

Education

PROFILE

Colegio Nueva Granada (CNG) is a private school founded in 1938 to provide students (K4-12) with a U.S. oriented college preparatory education. The school serves over 1700 students.

CHALLENGE

Colegio Nueva Granada teachers and students needed a less complicated way to manage logins and access to digital resources. They were losing instruction time to login issues while support staff was overwhelmed with support calls.

SOLUTION

ClassLink reduced support calls significantly and personalized access to learning materials. During the unexpected shift to remote learning, ClassLink helped students start learning immediately instead of struggling to find digital apps and resources.



PROJECT LEAD

John Parker, EdD

Director of Educational Technology
and Innovation

How Colegio Nueva Granada used ClassLink to increase instruction time and reduce support calls

Lost instruction time and overwhelmed support staff

Before Colegio Nueva Granada (CNG) adopted ClassLink's single sign-on platform, their technical team was swamped with support calls.

"Constant requests to our support desk for help with passwords, access, links to subscriptions, or apps took up a hefty portion of our technical support staff's time," explains John Parker, Director of Educational Technology and Innovation at the Bogotá, Colombia school.

As a result, CNG's K4-12 teachers and students were losing instruction time to access issues. At the same time, technology staff spent their time focused on support issues instead of higher-level projects to enhance teaching and learning.

Fewer support calls and easier access to learning

When the school learned about ClassLink's single sign-on platform, the staff did a cost analysis. They quickly determined adopting the technology would help regain instruction time and reduce the strain on technology staff. Students and staff would only need to remember one password to log in to ClassLink and access all the digital resources they needed in one place from ClassLink's Launchpad.

Personalized access to resources

One year into adopting ClassLink, Parker says support calls have decreased significantly, and access to digital resources has improved dramatically. "The user experience is fantastic," enthuses Parker. "It allows them to access the tools they need quickly without a lot of clutter. Everyone has a unique experience when they log in to ClassLink."

A smooth shift to remote learning

Having ClassLink in place also helped staff, teachers, and students make a seamless switch to remote learning during the 2020 school closures.

"ClassLink's single sign-on made access to digital learning materials easier for us in a distance learning environment. We channel everybody to one location, so they always know where to find the tools in their virtual classroom. And that's been powerful," says Parker.

As Parker explains, having a single sign-on platform is now ingrained in the fabric of the distance learning experience for CNG teachers and students. "While other schools might struggle with passwords and accessing apps—we don't have to battle that. Instead, we can launch straight into learning whether students are at home or in school. Having ClassLink has just been an absolute lifesaver for us."