

Jenzabar Success Story

European Nazarene College leverages technology to unite multinational community

About European Nazarene College

European Nazarene College is a vocational school of ministry that offers short-cycle tertiary vocational education to prepare students for vocational work in churches or Christian organizations. EuNC serves the churches in continental Europe and the Commonwealth of Independent States, giving them a common, acknowledged, educational program.

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Rev. Klaus Arnold, Ph.D.
Rector
European Nazarene College



International vocational and specialized schools have more diverse needs than traditional higher education institutions. Finding a flexible, robust student information system (SIS) to accommodate unique program requirements can be difficult. Add in multiple languages, numerous countries, several time zones, and a decentralized learning approach, and it seems almost impossible to find the perfect solution.

Many schools end up building their own SIS or cobbling together pieces from different systems, resulting in poor data flow, inefficient manual processes, and exorbitant maintenance costs. That's the situation European Nazarene College (EuNC) was dealing with when it set out to find a technology solution that would facilitate the organizational changes it was implementing.

Today, EuNC has learning centers in 16 countries across Europe, the Commonwealth of Independent States (CIS), and Central Asia, offering its programs in the native languages of its students. The curriculum is adjusted to each cultural context where the school is at work. The centers use different methodologies for course delivery. Some are onsite

intensives or weekend courses, some are offered via video conference, some are fully online, and some are combinations of all of the above.

"Our biggest challenges, from a technology perspective, are language barriers and the distributed nature of the school," says Alan Schrock, Director of IT and Library Services. "Since we have administrators in various countries throughout Europe and the CIS, we can't just go to the office and get things from people. We need a web-based central database solution so that we are all using the same information and have access to it for student, course, grading, reporting, and administrative tasks. Also, to meet EU regulations, we must host our servers within the European Union. A web-based system that can be self-hosted is the best solution for us. Jenzabar SONIS does all that for us and more."

The EuNC team looked at three SIS solutions but found that Jenzabar SONIS was the only one that was fully web-based and included everything they needed to effectively manage the college's distributed structure. Jenzabar SONIS is a powerful yet cost-effective SIS that connects all academic and administrative functions. With Jenzabar SONIS, EuNC is able to manage student data and share academic records securely, while integrating school operations with a single centralized database that allows them to eliminate

manual tasks and errors. Jenzabar SONIS works on all browsers and gives students, faculty, and administrators an easy way to connect to a user-friendly online platform—no matter what device they're using.

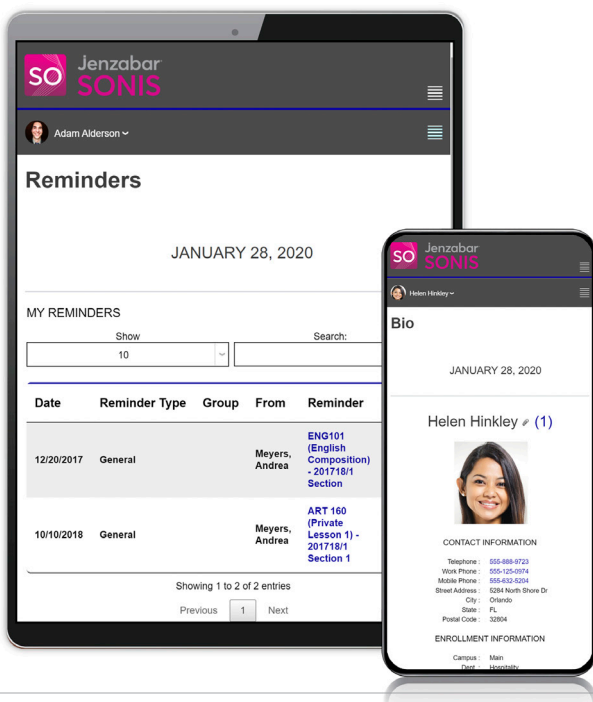
"In the beginning, we looked at three products," says Schrock. "First, one of our other Nazarene schools was using a homegrown system that we considered. Then we also looked at another vendor and Jenzabar SONIS. The problem with both the homegrown system and the other vendor was that they were not fully web-based and didn't have the modules we needed. The recurring costs were also a concern for us with the other vendor. Jenzabar SONIS was a good value. It's all web-based and exactly what we need."

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Breaking down barriers

"Moving to Jenzabar SONIS was revolutionary for us in many ways," says Rev. Klaus Arnold, Ph.D., Rector. "We believe that the educational endeavor must focus its outcomes on a holistic transformation of the learning community to make an impact on society. EuNC is one school with one curriculum, one faculty, and one student body. We embrace the fact that we are multinational, which is reflected in the organizational structure, the governance, and the administration of the school. We recognize, appreciate, and celebrate the multinational character of our school. We want to learn with each other and from each other. That makes us





all richer and helps us to accomplish the mission of the school. For that, it is key that Jenzabar SONIS is in place and available in all the languages."

EuNC reports that 70-80% of its students do not speak English. Since a fully English-based system is of no use to them, Jenzabar SONIS provided the ability to have the student, faculty, and online portals translated.

"Almost everything is translated," says Schrock. "Right now, we have student portals translated into Albanian, Armenian, German, Hungarian, Portuguese, Russian, Spanish, and French. Next will be Italian. It's been working well. The students and faculty like it."

Improving communication flow Improves educational quality

Jenzabar SONIS has helped EuNC to have decentralized data entry and reporting while simultaneously maintaining administrative control and additional reporting at their central office. For example, faculty can enter grades directly into the Jenzabar SONIS Gradebook and administrators can track this activity across the full institution. EuNC now centrally manages their courses with a single database, which allows accurate reporting as well as quality assurance. Jenzabar SONIS also integrates with Moodle®, EuNC's learning management system.

"For us to be able to make sure that we have the courses authenticated and properly set up, the syllabi to be in there, and the grades to be tracked and entered in a timely manner is key to being able to have a quality education records system," says Schrock. "Before, the Learning Center Administrators were providing grades to us via fax or email. One center had so many students

that they had implemented their own system. Also, we had classes that were being offered that not everyone knew about. We needed to facilitate a communication flow with an authoritative database that includes all the courses we offer. Now, administrators can look at the class and see everything about it."

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Digital campus: the campus of the future

Next up, EuNC is launching a Digital Campus, which will offer EuNC's two main programs: a Certificate in Spiritual Formation and a Diploma in Christian Ministry. Future plans include offering a Bachelor of Theology program.

"As long as a student is proficient in English, it doesn't matter where their location is, they can take courses on the Digital Campus," says Arnold. "We anticipate the Digital Campus will provide greater access in new regions for students interested in EuNC's curriculum. We'll be able to reach those students who are looking for a fully online environment. The technology of Jenzabar SONIS enables us to reach students in places where we don't have active learning centers. For us to have that available is important."

Jenzabar SONIS

A powerful yet cost-effective student information system designed specifically for smaller higher education and vocational institutions. Our cloud-based, mobile-ready software connects students, faculty, and administration in one easy-to-use package.

European Nazarene College



Trusted advisors

As EuNC prepares to fully launch its Digital Campus, their trusted advisors at Jenzabar stand ready to help.

"The Jenzabar people are great to work with both in terms of the implementation steps and ongoing support," says Schrock. "I've had a great experience working with everybody. I found Jenzabar customer support very helpful when I worked with them to get all portals translated. The feedback from our Registrar during the implementation process was that everything went well and the Jenzabar SONIS team was very helpful. It's always been a highly positive experience."

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About Jenzabar

Created out of a passion for education and a vision for technology, Jenzabar offers disruptive, innovative software solutions and services that empower students' success and helps higher education institutions meet the demands of the modern student. Over 1,350 higher educational campuses harness Jenzabar solutions for improved performance across campus and a more personalized and connected experience for the student.

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