

Exeter College
Department for
Information and
Learning Services

June 2009

Case study of connect2 in a college

Chris Myers, Learning Resource Assistant at Exeter College, talks to us about using connect2 to manage equipment, editing suite PCs and the TV and Photography studio in their College.

Chris also takes the time to explain to us the benefits that connect2 has brought to his institution and how members of staff have found their jobs much easier with the assistance of connect2.

background

"Our initial system was paper based, supported by a computer programme that had been developed in-house with extremely basic capabilities. It did not handle bookings, just ad hoc loans. It was not a reliable solution and we needed to improve upon it for the benefit of both the staff and students.

Having originally purchased lorenbergs' Resource product, we then upgraded in 2008 to the new connect2 ebooking solution – a far more advanced solution to Resource with a significantly wider range of settings and options".

what we were looking for

"Our range and amount of equipment we had increased by a significant amount, resulting in many more students wanting to borrow. We were using a paper based system where many forms got lost, and we had no way of tracking where a piece of equipment was and when it was due back.

This led to students and lecturers being frustrated each time they wanted to borrow a resource, especially as we were unable to let them know future availability if a resource was on loan.

Before purchasing connect2, we conducted some research into the market to ensure that the product was the best one to meet our needs.

We had been extremely happy working with lorenbergs, and with an online demo shown to us in advance, making our decision to upgrade to connect2 an easy one".

From everything we have looked at, it is by far the best product that we have seen.

connect2 features that we have found particularly useful include:

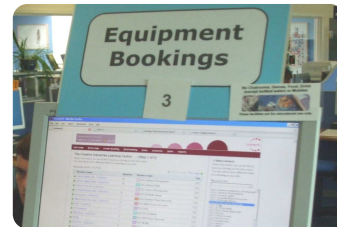
- Accurate electronic records and reports of bookings/ cancellations
- A repair log to detail any equipment that requires maintenance or repair plus the ability to disable a resource if for example, it is broken
- The ability to check the status of each resource and each user's booking history
- Automated notifications sent to users when a booking is made/cancelled or amended

using connect2

“Once our decision had been made, we organised our install which took place over three days by two lorensbergs technical representatives. We found the lorensbergs staff to be friendly, efficient and helpful.

During this process, comprehensive training was also given to a member of staff from each main site to ensure that they understood exactly how the system worked and what it could do.

We are currently using connect2 at 8 sites, all within one department. We are using it to manage bookings for equipment, PCs in the editing suite and bookings for the TV and Photography studio”.



the benefits for our staff

- **Electronic records prevent any disagreements**

We often find that students attempt to borrow a piece of equipment when they haven't made a booking. Staff are now able to check this using connect2 and can physically show the student.

- **Simplifies booking procedures**

There is no longer a need for paper forms and the entire booking process is quick and simple

- **Offers easy access to records and statistics**

Staff are able to use connect2 to find bookings – both past, present and future.

- **Maintains accurate resource details**

This is particularly useful when a piece of equipment is broken and need repairing.

the benefits for our students

- Gives easy and comprehensive access to the system and to resources
- Allows for instant notifications when a booking has been made/cancelled
- Shows availability for resources in advance
- Allows bookings to be made when the student is off site (via the website)

For more information on how connect2 could work for your organisation, give us a call on 01992 415500 or email enquiries@lorensbergs.com.