

Case Study



WelTec and Whitireia (WandW) Polytechnics have for some time operated shared business operations that have seen significant technology development over recent years. As a part of this collaboration, the institutes were seeking a better way to communicate with their ākonga (students) including being able to interact with the ākonga in their Māori language. Initially, the project plan was devised from a business case that looked at current communication between institution and students and how utilising current communication methods such as email, social media and texting weren't getting the desired engagement institution-wide.

The Ready Education team has worked for over a decade with institutions going through such transformation; understanding of how this works and what is needed takes real cohesion between both vendor and supplier. However, the WandW team had already defined their requirements and the myday platform matched them perfectly.

Below are just some of the key components that the New Zealand based institution needed.

- A secure reliable publishing platform that students can access 'anywhere, anytime, on any device'
- Ability to host attractive, engaging content, including images, video across all devices
- Ability to publish information once to reach all students
- Easy for selected staff to update and maintain news and static data
- Students need to be logged-in to access
- Low cost (both direct cost and time/effort to set up and maintain)
- Ability for students to switch from intranet to Moodle and Office365 without having to sign in again
- Māori language platform wide

Along with some 'nice to haves' such as audience targeting, content workflows, search functionality and utilising myday as the start up screen on university devices, every box of the WandW teams' requirements were ticked.

WandW came on board with myday in December 2020 and wanted an efficient and effective onboarding process that could be launched mid-term. Head of ICT Services at WandW, Libby Perrett spoke about the speed of implementation and working closely with Ready Education's dedicated Customer Success Team;

Following substantive technology transformation works, we were looking for a system to improve communication and offer alternatives to our LMS, email and TXT'ing in interactions with our ākonga (students) and improve overall engagement. The myday platform fitted our needs with the functionality we were looking for available out of the box. Additionally, being able to support our Māori students in the Māori language was what set the myday solution apart. We had also heard great things about the platform from our colleagues at Ara Institute of Canterbury. We were impressed with the speed of implementation, quick and productive onboarding process and overall support throughout. It was great to partner with Ready Education and work with Sarah and Phil in collaboration on a successful mid-term launch, despite the time-zone differences and our tight turnaround times. We look forward to continuing to work on the platform and developing it to continue to support our ākonga's teaching and learning success. - Libby Perrett, Head of ICT Services - WelTec & Whitireia Polytechnics (WandW)

Launching a student engagement & communication platform mid-term could be seen as a tougher task than at the start of the academic year.

But with the help of myday's marketing services to create content, information and easy-to adapt guides for learners, amazing responses to the mobile app & web portal, are being seen institution wide.

Ready Education's Project and Implementation Manager, Sarah Gullick, who worked closely with Libby and her team to make sure every piece of the puzzle was put in place before launch, spoke of the journey to getting everything live:

"The implementation of myday into WandW was not only smooth, but efficient and fast. This was mainly due to the WandW core team of Libby and Alec, who dedicated their time and resources to the project. They also had a very clear idea of what they wanted to offer to students and were pragmatic around what was achievable given the very tight time scales. Despite the time zone difference, we successfully maintained open communications without any detriment to the project. I'm really looking forward to expanding the app further to meet the needs of the staff and students at WandW"

- Sarah Gullick, Project and Implementation Manager, Ready Education

We are so excited to see the next steps of WelTec & Whitireia's project, and how their students and staff enjoy an innovated digital experience throughout their journey. Alongside another of our amazing customers in New Zealand in Ara Institute of Canterbury, **the future looks bright.**

myday

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