



CASE STUDY

Ongoing support from SMSS incredible



THE CATHOLIC INSTITUTE
OF AOTEAROA NEW ZEALAND
Te Pūtahī Katorika ki Aotearoa

The ongoing support from SMSS is incredible, according to the Director of the Catholic Institute Dr Anne Tuohy, almost a year after buying the SMSS student data solution Artena.

“At the first owners’ meeting I was asked by another potential client what sort of support SMSS gave and I told them I would let them know when we had had the system for a year. And now, almost a year later, I can say the ongoing support SMSS had promised has been fantastic and we are still getting it,” says Dr Tuohy.

“Cheryl, Peter and Lian have been incredibly helpful. That says it all really doesn’t it - about the level of support SMSS offers? What other organisation like this would you know the first names of the implementation team?”

Anne came from the Australian Catholic University and was used to working with student management systems that had an intuitive interface so staff did not need to be IT experts to use it.

“Just after I started at TCI, in mid-2012, I started to look at the efficiency

of the IT and student data support systems the Catholic Institute were using. As part of that IT systems rejig I also looked at what other student management systems were available; ones that would make compliance reporting to NZQA easier but also allow us to customise the data we needed for our reports.”

The Catholic Institute is the national provider of registered qualifications for Catholic teachers and pastoral ministry, offering certificates and diplomas at Level 5 and 6 for religious education, theological and scriptural studies as well as a range of pastoral ministries. As the Catholic Institute is NZQA registered it needs to be able to access reliable data to fulfil its reporting responsibilities to NZQA and TEC.

“We chose SMSS for a number of reasons. Firstly, they were incredibly professional right from the start, and Cheryl was really open and willing to meet us half way.

“Secondly, SMSS is a co-operative. Clients who buy into Artena and

SMSS become part of a collaborative organisation. This gave us a real sense of ownership and commitment, and a much better idea of what your product provides. I think you pay more attention to what the system is capable of if you feel you have the ability to contribute to its development.”

Anne says the small co-operative that is SMSS also had a benefit in that the Catholic Institute could learn from other Institutes and users similar to theirs.

“Not only has the ongoing support been great but we have really appreciated the tailored information about our own processes from SMSS. Cheryl’s team notice things about our use of the system and can advise us how to streamline it. Rather than our IT people highlighting a potential problem, the SMSS team notice things and help sort them out before they became an issue.”

Dr Tuohy says she has been so impressed with the service and ongoing support from SMSS that she would recommend Artena to anyone.