Pacific Lutheran University's Seamless Implementation with EdSights

4 Year, Private	**2,300 Students**	**Tacoma, Washington**
Type of Institution	Population	Location

Implementation is frequently associated with lengthy timelines and substantial demands on bandwidth. Once the initial excitement of a purchase fades, the challenges of setting up the technology and training staff become apparent. In Higher Education, it's all too common for products to fall short of their potential due to implementation hurdles. EdSights set out to change this narrative, ensuring their partners fully realize the impact and benefits of their solutions.

EdSights finalized their partnership with Pacific Lutheran University (PLU) on June 1st, 2024. **By the time the fall 2024 semester kicked off EdSights was up and running - right on schedule.** Austin Beiermann, Director of Accessibility and Wellbeing Resources at PLU, shares his experience with implementing EdSights at PLU.

The Experience

Kick Off
June 6th, 2024

Knowledge Base Completed
July 23rd, 2024

SFTP Setup
August 6th, 2024

Launch Day
August 28th, 2024

With the guidance of EdSights' implementation team, PLU's process was seamless from start to finish. Clear, realistic timelines were provided from the outset, ensuring that PLU knew exactly what to expect at every stage of the process.

The ability to balance flexibility and structure allowed the team to meet their goals without being rushed. The implementation team's responsiveness to questions, especially from multiple campus stakeholders, ensured that concerns were addressed quickly, keeping the process moving smoothly.

Key Highlights of PLU's Experience

Responsive and Proactive Support: EdSights' proactive communication of key information, combined with their prompt responses to Austin's inquiries, ensured that the PLU team had a clear understanding of every step in the process. **This efficient support allowed Austin to seamlessly manage multiple stakeholders, as he was always well-prepared to address the team's questions in each meeting.**

Efficient Collaboration: EdSights' blend of project management expertise and flexibility enabled PLU to stay on track, effortlessly integrating the implementation with other internal priorities. **EdSights clear guidance on timelines and bandwidth requirements allowed PLU to manage resources effectively, avoiding unexpected delays and preventing staff burnout.**

Planned Execution with Customization: The EdSights implementation framework is designed to adapt to the unique needs of each partner. By first assessing the available resources and desired launch date, **EdSights crafts a tailored implementation plan that aligns seamlessly with the institution's expectations and capacity, ensuring a smooth and efficient process.**

I felt supported throughout the entire process, with all my questions promptly answered, and by the time we launched, there was a clear understanding across campus of what EdSights could do. **The implementation team was always there to give feedback, suggest best practices, and offer realistic timelines that set us up for success.** Their expertise made it feel like we were truly partners in the process, not just going through the motions.

Austin Beiermann
Director of Accessibility and Wellbeing Resources

Post Implementation ⭐⭐⭐⭐⭐

EdSights is proud to maintain a 5-star implementation rating across all partners, reflecting our commitment to delivering seamless, effective, and supportive onboarding experiences every time. Beyond implementation, we provide ongoing resources such as training materials, communication toolkits, and professional development opportunities, ensuring our partners continue to thrive and maximize the benefits of our platform.

Training Resources

- How to Tutorials and EdSights Expert Videos
- Product Explainers
- Product Webinar Recordings

Communication Toolkit

- Marketing Examples
- Email Templates
- EdSights PowerPoint Presentations

Professional Development

- Events with Higher Ed Leaders
- EdSights Training Webinars and Partner-led Webinars
- Annual Partner Summit

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This was by far the easiest implementation process I've been a part of. The transparency, the clear communication, and the dedicated support made all the difference. **We didn't feel rushed, and by the time we launched, everything was already in place and ready to go. It was one of the smoothest transitions I've experienced.**

Austin Beiermann
Director of Accessibility and Wellbeing Resources

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EDSIGHTS AT A GLANCE

96%
Client Retention

97%
Student Opt-in

62%
Active Engagement

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