MASSBAY COMMUNITY COLLEGE

How MassBay Community Colege enhanced their student engagement with BlackBeltHelp's comprehensive IT & LMS Helpdesk and AI Chatbot solution

SUCCESS STORY

Michael Lyons
CIO
MassBay Community College

Website
www.massbay.edu

Type
2-year, Public

Total Enrollment
4,400

Founded
1961

> *After switching to BlackBeltHelp, we cut our costs to half and our satisfaction rates soared more than 90 percent.*
>
> **Michael Lyons**
> **CIO**
> **MassBay Community College**

THE CHALLENGE

Before implementing BlackBeltHelp's IT & LMS Helpdesk and AI Chatbot solution, the college faced delays in addressing support requests due to manual handling, coupled with staffing and resource limitations. Students often experienced difficulty accessing pertinent information and navigating complex systems, leading to frustration and dissatisfaction.

MassBay Community College encountered various challenges, including:

- MassBay was looking for a partner to support their IT Helpdesk, to provide level 1 support for students and faculty.
- Resource constraints of on campus staff limited their ability to provide timely support for users.
- Partnering with BlackBeltHelp to provide initial triage of requests freed up resources to focus on mission-critical support for the user community.

THE SOLUTION

BlackBeltHelp deployed a IT & LMS Helpdesk and AI Chatbot across various departments, encompassing IT, Admissions, Records, Registration, Financial Aid, and Accounts Receivable Services.
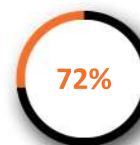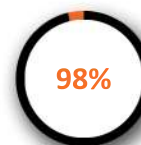
OUTCOMES

4.64	94%	72%	98%
Avg. Customer Satisfaction	Service-Level Achievement	Level-1 Resolution Rate	Handle Rate

ABOUT MASSBAY COMMUNITY COLLEGE

Massachusetts Bay Community College (MassBay) is a public community college in Norfolk and Middlesex Counties. Founded in 1961, MassBay currently serves more than 4,400 full-time and part-time students on its three locations: Wellesley, Ashland, and Framingham. MassBay offers more than 70 degree and certificate programs aimed at helping students transfer to a four-year college or university or towards direct placement into a career.