



# Why Career and Trade Schools Choose Campus Cafe



# A Robust Solution

**T**o best serve their students and foster growth, career schools require a comprehensive and dynamic student information system (SIS). Flexibility and ease-of-use are mission critical. Feedback from several career schools confirms that Campus Cafe's SIS delivers a robust solution backed by a technology partner that is reliable and trustworthy.

As a testament to that satisfaction, a recent survey among four career schools awards Campus Cafe's system an average four out of five for value and a Net Promoter Score (NPS) of nine out of 10. NPS is the likelihood of a customer to recommend a company, product or service.

Ken Clough, Chief Academic Officer for Mildred Elley College, shares his satisfaction: "The company is big enough to stay on top of technology and functionality but still small enough to be a partner. They're willing and nimble."

Career schools like Mildred Elley have different technology requirements than traditional non-profit colleges and universities. These institutions benefit from a system tailored to their needs. For example, trade schools have a significant number of non-traditional students who are pursuing a degree or certificate while working full-time or caring for family.

Trade schools offer a range of learning formats, including in-person, remote or hybrid instruction. Unlike traditional classroom-based schools, career students may have clinical practice or field placements that require tracking clock hours and attendance. Additionally, many career school students receive federal financial aid, secured in the form of loans, grants and work-study programs.

An integrated SIS that supports the full student lifecycle – from admissions, enrollment and registration to financial aid, course management and career services – can significantly enhance a school's ability to support their students while streamlining and growing business operations. Campus Cafe works with many career schools and clients say the system helps their campuses operate more smoothly and effectively.

Outlined here are six key takeaways on Campus Cafe's strengths as a technology partner for career and trade schools.

## Customer Ratings

### Value

4 out of 5

### Overall Satisfaction

9 out of 10

# 1. A Comprehensive System

At many career schools, there's often a small team of administrators and staff who juggle multiple responsibilities. An integrated SIS can support teams with limited resources to work with more precision and accuracy.

As they evaluated potential SISs, several representatives from career schools said they desired a system with extensive and comprehensive features to manage the entire student lifecycle.

For instance, at the York County School of Technology in Pennsylvania, Director Kirk Schlotzhauer led the search for a new SIS, aiming to secure a "cradle-to-grave" software system capable of supporting the entire student experience. He notes that Campus Cafe offers a "holistic" solution.

"Campus Cafe offers everything from admissions to enrollment, student account management, financial aid, attendance tracking and grading," says Schlotzhauer.

Similarly, Mildred Elley College leverages nearly all of Campus Cafe's capabilities, Clough notes that Campus Cafe permeates every aspect of the business.

"It is the main way that we recruit and register students, record grades and student progress, and keep track of students," says Clough. "It's our admissions staff, it's our academic advisement staff, it's our tutoring staff, it's our faculty, it's our financial aid office, it's our business office."

With a cloud-based, integrated system like Campus Cafe, a career school operates from a single source of truth, promoting collaboration between departments.

Also, the user-friendly student portal provides students access to important functions, including account management, financial aid, registration, transcripts, bill payment and personal information.

“ It saves a lot of time having the ability to upload the awards to a student when you're giving so many scholarships and funds to students.”

**-Jason LaBonte**  
Director of Financial Aid  
Five Towns College



“The software is very **robust** and very **customizable**.”

- Rudy Agras  
Executive VP and Co-Owner  
Triangle Tech

## 2. Flexible and Adaptable Features

Campus Cafe is not a one-size-fits-all solution. Instead, the company works with schools on an individual basis. The system is flexible enough to be adapted to your school's unique requirements – one of the company's biggest selling points, clients say.

“The software is very robust and very customizable,” notes Rudy Agras, Executive Vice President and Co-Owner of Triangle Tech.

As its users get more comfortable with Campus Cafe's SIS, schools can activate additional functions and modules.

Agras says his school has just begun to realize the system's full capabilities and its staff are beginning to implement additional modules, including the student portal and online payments.

The School of EMS plans to launch online payments and an alumni portal to track placements and employment data for its grads.

“Tracking the alumni is something that we've previously not had the ability or the time to do,” Collins says of implementing the alumni module.

Clients note that Campus Cafe is constantly testing and adding new features, underscoring the company's commitment to meet the changing needs of today's career and trade schools.



### 3. Expansive Third-Party Integrations

Occasionally, a career school or specific department relies on specialized third-party software for billing or marketing and they wish to continue using those programs.

To accommodate those requests, Campus Cafe offers the capability to integrate with a range of third-party applications and programs, including popular Learning Management Systems (LMS). For instance, the School of EMS employs Canvas with Campus Cafe, while Mildred Elley runs Moodle with Campus Cafe.

Additionally, some career schools use QuickBooks for their accounting and billing, which Campus Cafe also integrates with.

“One of the great things we liked about Campus Cafe is all the integrations,” says Mildred Elley’s Clough.

Along with Moodle, Mildred Elley has integrations with Azure, Microsoft 365 and Quickbooks. It can use Ambassador for textbooks, CourseKey to monitor attendance through geo-location at internship sites, and Authorize.net to facilitate online transactions. To help financial aid teams, the system communicates with Global Financial Aid for packaging and processing.

Similarly, the York County School of Technology utilizes Campus Cafe’s online payment integration.

#### Selection of Integration Partners

**authorize.net**  
A Visa Solution

**AMBASSADOR**  
EDUCATION SOLUTIONS

**Azure**

**CourseKey**

**DocuSign**

**FA**  
SOLUTIONS

**ECM**

**GLOBAL**  
FINANCIAL AID SERVICES

**M**  
Gmail

Google Workspace

**Message**  
Media

**Microsoft 365**

**PayPal**

**parchment**

PowerFAIDS

**RingCentral**

## 4. Affordable Price Point

When asked to assess the value of Campus Cafe's SIS, several clients note the system offers robust capabilities at the right price point. This value proposition is especially important for smaller and mid-sized schools with limited technology budgets and IT resources.

Perhaps most importantly for these schools, the administrators say that Campus Cafe provides excellent customer service and technical support.

Some clients anticipate gaining even more benefits and value as they further explore the system and adopt additional modules.

"I think it provides a lot for the price. We're not using everything yet, so we have a lot of unrealized value in the product that we've got to really gear up for," notes Mildred Elley's Clough.

Similarly, Triangle Tech is incorporating new features, such as a student portal and online payment functionalities, and has plans to introduce additional modules and components.

“I think it provides a lot for the price.”

**- Ken Clough**  
Chief Academic Officer  
Mildred Elley



## 5. Responsive Support and Training

During the transition to a new SIS, comprehensive training and reliable, ongoing support are essential. Inevitably, questions and uncertainties arise. Campus Cafe's clients say company representatives are accessible and responsive.

For instance, Triangle Tech launched Campus Cafe during the pandemic, which necessitated remote training. Once circumstances allowed, Campus Cafe staff conducted onsite training, which clients find extremely helpful.

Triangle Tech's experience is also illustrative. Campus Cafe spent several days training staff, including specialized instruction on financial aid software.

"Those trainings went well. I got good feedback from everybody about it," Agras notes.

Once schools are running Campus Cafe, the technical support team continues to offer assistance when issues arise. Phil Collins, IT Director for the School of EMS, says the support is personal and responsive.

"Anything that I knew or needed to get done, [they are] always an email away, and it was so, so helpful," Collins says.

York Tech's Schlotzhauer says technical support has been "phenomenal," and the school's users are getting comfortable with its functionality.

"It's become part of the process and it's just normal routine for them. So, things there seem to go fairly smoothly," Schlotzhauer notes.

Campus Cafe's commitment to training and support is ongoing. As schools explore and expand their usage of the SIS, Campus Cafe also offers training for new hires and retraining for existing users.

The School of EMS is in a "rebuild" phase, according to Collins, and staff is learning to use additional functions. Campus Cafe has visited for additional onsite training, and they're now using more functions, including the admissions and finance modules.

“ Anything that I knew or needed to get done, [they are] **always an email away**, and it was so, so helpful.”

- Phil Collins  
IT Director  
School of EMS

## 6. More Efficient Operations

Campus Cafe clients report that the system helps their staff work more efficiently, produces more reliable data and fosters collaboration between departments.

Triangle Tech finds benefits in the Customer Relationship Management (CRM) software, which can trigger notifications to students based on workflows the school sets up.

"We have triggers and automated systems when a lead comes in from the website, it automatically triggers text messages and different outputs from Campus Cafe," Agras says.

Similarly, the School of EMS, recounted a transformation in their finance administration process.

Previously, the finance administrator manually entered all information for fire and emergency departments they work with into a billing database. It was time-consuming and cumbersome work.

With Campus Cafe she can create and automate group billing, increasing her productivity and reducing her workload.

"This group billing takes so much manual work away from this lady that runs the finances because it's such an intricate process the way we bill," Collins says, who adds that the staff member is thrilled with the software.

### The Bottom Line: Campus Cafe Hits the Sweet Spot for Value and Features

As career schools look to grow and streamline operations, Campus Cafe offers premium features and flexibility at an affordable price point. Clients are impressed by the extensive scope of the offerings, and they laud the user-friendly features.

Importantly, when challenges arise, Campus Cafe's staff, including company leaders and the support desk, respond promptly and take extra steps to solve problems and find solutions.



**Contact us for a DEMO today!**

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