

Indiana Wesleyan University



Indiana Wesleyan University's College of Adult and Professional Studies Delivers Quality Education with Fujitsu LifeBook Notebooks

Challenge:

Improve education and enrollment rates by equipping all students and faculty in IWU's College of Adult and Professional Studies program with reliable, business-class notebooks.

Solution:

Implement a convenient notebook distribution program that would provide students and faculty with Fujitsu LifeBook notebooks.

Benefits:

Reliability, durability, and affordability of Fujitsu LifeBook notebooks have enabled IWU to outfit students with business-class technology while increasing revenues and enrollment.

“Over the past nine years, Fujitsu has really listened to our needs, suggestions, and requests for product features. Fujitsu has been one of the few technology companies to follow through with its commitment to be a partner of Indiana Wesleyan.”

– **John Jones, Vice President of IT,
Indiana Wesleyan University**



Fujitsu notebooks help provide students with real-world business experience.

Indiana Wesleyan University (IWU) is one of the fastest-growing universities in the United States with enrollment growing more than 400 percent since 1990. A large portion of IWU’s growth can be attributed to the University’s innovative College of Adult and Professional Studies (CAPS), which offers a variety of associate, undergraduate, and graduate degree programs to adult students. The CAPS program delivers courses online and in 80 classroom locations across three states, successfully combines relevant education with convenience and boasts one of the highest graduation rates in the country. While the program has seen more than 25,000 students earn degrees, Fujitsu Computer Systems has served as a constant technology partner year after year.

Nine Years of Technology Partnership

To provide students with the skills they need to further their educational and professional goals, the University decided 17 years ago to implement an innovative computer notebook distribution program. In addition to providing students and faculty with required technology tools and skills, the notebook program is designed to attract new students to the CAPS program and generate additional capital which the University can use to fund new educational programs.

Nine years ago, IWU placed its first purchase order for Fujitsu LifeBook® notebooks. While IT team members have looked at other products from time to time, they remain committed to Fujitsu notebooks—purchasing more than 5,000 since the initial order. “Fujitsu notebooks are the only notebooks that have consistently met the unique needs of our programs and students,” explains Steve Gray, laptop distribution coordinator for the CAPS program.

Day in the Life of a Notebook

It was clear from the outset that these notebooks would not have an easy life. The notebooks would be required to last three to four years and would be used by a number of students with various levels of computer experience. With only two IT staff members to watch over the approximately 1,500 notebooks that were in use by students at any given time, it was clear that the program required a business-class machine that could stand up to the rigors of the notebook distribution program.

After a thorough search, IWU found its match with the Fujitsu LifeBook notebook. Explains John Jones, vice president of information technology at IWU, “When you’re sending out thousands of notebooks each year to

students who rely on those notebooks for their education, you simply cannot have a high failure rate. From the very first time we saw the Fujitsu notebook, it was clear it is a very well engineered product that will stand up to the rigors of our notebook program.”

In addition to solid technology, IWU was also looking for a vendor with whom it could truly partner. Once again, Fujitsu came out a clear winner. “We were sold on the technology and the company,” explains Jones. “Fujitsu had a willingness to learn about our unique needs, concerns, and future plans and come up with solutions. We felt that Fujitsu was a company that would be able to meet our needs in the long run.”

Making the Grade with Fujitsu LifeBook Notebooks

Students and faculty use the Fujitsu notebooks both inside and outside the classroom. Faculty members use their notebooks for classroom presentations and exercises and to prepare lectures. With the Microsoft Office suite of applications, email, and the Internet, students use the Fujitsu notebooks to complete assignments, take notes, conduct research, prepare presentations, and stay connected with instructors and other class members. All required software is pre-loaded, which brings a much needed element of consistency to the curriculum. The use of notebooks in the classroom has enhanced the learning environment for both teachers and students, and has provided CAPS students the valuable computer skills they need for the workplace.

5,000 Computers Later, Fujitsu is Still Head of the Class

After nine years and many generations of notebooks, the Fujitsu LifeBook notebook and Fujitsu Computer Systems continue to make the grade. The benefits of Fujitsu notebooks are enjoyed by students, faculty, and IT staff alike.

The consistency and reliability of Fujitsu notebooks enables IWU to deliver business-class technology to its students in a way that is affordable and convenient for both students and the University. Because of IWU’s confidence in Fujitsu notebooks, the University can standardize on one notebook, making it easier for the IT team to get notebooks ready for new students

and to service notebooks. “Our earliest assessment that Fujitsu notebooks are a quality product has absolutely been true,” says Jones. “Year after year, the Fujitsu notebooks continue to perform well.”

Greater durability has also resulted in greater revenue generation. Although the notebook program was designed from the beginning to generate revenue for the University, the stability and durability of the Fujitsu LifeBook notebook has helped to increase overall profits because the LifeBooks, on average, are lasting longer and need fewer repairs than notebooks from other vendors.

Fujitsu also enables IWU to provide a high-quality product for its students who, in turn, graduate with a more favorable impression of the University.

“Anything we put into the classroom represents Indiana Wesleyan. We feel it’s our duty to provide quality tools that our students need to upgrade their skills and do quality work,” explains Dave McIntire, CAPS executive director of finance. “Fujitsu notebooks have proven to be a valuable marketing tool and have undoubtedly helped boost our registration numbers through the years.”

In addition to providing reliable technology, Fujitsu has remained a strong partner of IWU. “Over the past nine years, Fujitsu has really listened to our needs, suggestions, and requests for product features. Fujitsu has been one of the few technology companies to follow through with its commitment to be a partner of Indiana Wesleyan,” says Jones.

Fujitsu LifeBook Notebooks Go Campus Wide

The success of the Fujitsu Lifebook notebooks with the CAPS program has led to an introduction of Fujitsu notebooks to IWU’s traditional campus. Unhappy with the reliability of another nationally known notebook



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FPC58-1688-01 3/07.



provider, IWU administrators recently decided to replace them with Fujitsu LifeBook notebooks. “We’ve been so impressed with the reliability and quality of our Fujitsu LifeBooks that we wanted to make sure that we had Fujitsu notebooks on our traditional campus as well this year,” says Jones.

Whether used by students and faculty from CAPS, or administrators in the traditional campus, the team and IWU remain impressed by the innovation they first saw nine years ago. “Fujitsu is continually innovating its product line. Every time we see a new product, it’s obvious that engineering is still a critical part of the company’s product development strategy. We look forward to seeing new products coming around,” says Jones.

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