

A photograph showing several hands of different skin tones stacked on top of each other in a pyramid shape, symbolizing teamwork and collaboration. The background is a blurred indoor setting.

THE POWER — OF — COLLABORATION



Best wishes for a holiday season filled with things that bring you joy and brighten your spirits.

As always it is an honor to serve you through our state association members, and we look forward to a busy and productive 2024.

Lyen, Anita, & Keith

PARTNER SPOTLIGHT



Game-Changing Transformation in Higher Education: Embracing the Future with



In the ever-evolving landscape of higher education, institutions are facing a pivotal challenge: the pressing need to **modernize their aging applications and systems**. As they grapple with outdated systems that hinder operational efficiency, the call for a transformative solution has never been more urgent. Enter CompleteCloud – **a revolutionary offering poised to redefine the dynamics of institutional operations in the education sector**.

A Leap into Modern Efficiency with Oracle Cloud Integration

CompleteCloud presents a comprehensive, **all-inclusive fixed-fee solution**, tailor-made to bring state-of-the-art efficiency to the doorstep of higher education institutions. This transformative package includes the latest integrated Oracle Cloud ERP, HCM, and Student applications, accompanied by long-term support and implementation services. This blend of modern technology and expert services marks a significant step forward in addressing the complex needs of today's educational institutions.

Financial Flexibility and Strategic Alignment

Understanding the importance of financial flexibility in the education sector, CompleteCloud has ingeniously aligned its application subscription with professional services. This strategy ensures that institutions can embrace modernization without the financial burden typically associated with such significant technological upgrades. With fixed-price subscriptions, you'll **know your budget costs** for the duration of the subscription, giving predictability and stability for your technology costs.

An Industry First: Addressing Traditional Challenges

Historically, higher education institutions have been beset with challenges when dealing with traditional system integrators. Issues such as substantial upfront fees, limited post-implementation support, and a lack of adequate training have been significant barriers. CompleteCloud revolutionizes this model by offering a fixed fee, long-term application, implementation, and support program. This innovative approach provides affordability, predictability, and stability, setting a new industry standard.

Cohort-Based Collaboration: A New Era of Shared Expertise

One of the most striking features of CompleteCloud is its cohort-based program, which encourages collaboration among institutions. This approach fosters an environment where shared experiences and expertise flourish, leading to enriched learning and operational experiences. By working together, institutions can leverage the collective wisdom of the group, driving innovation and growth in ways previously unimagined.

Leveling the Playing Field for Private, Non-Profit Institutions

CompleteCloud is specifically tailored for private, non-profit institutions, offering them a golden opportunity to level the playing field with larger counterparts. Access to a world-class platform without the burdensome costs usually associated with such technology is a game-changer, enabling these institutions to focus more on their core educational missions.

Collaborative Strength with HESS Collective

Perhaps the most groundbreaking aspect of CompleteCloud is its collaboration with the HESS Collective community beyond your cohort. This partnership creates a thriving ecosystem of shared knowledge and mutual support. Institutions are not just adopting new technology; they are becoming part of a vibrant community that grows collectively stronger through collaboration and shared experiences.

Eligibility for Your Institution

We are delighted to inform you that **your institution is eligible for this program through your state association and The Coalition for College Cost Savings**. The HESS Consortium and The Coalition for College Cost Savings have partnered to make this program available to your institution. This eligibility presents a unique opportunity to leverage state-of-the-art technology in a financially sustainable manner.

Conclusion

CompleteCloud is not just a product; it's a transformational movement in higher education. By integrating advanced technology with a unique business model and a collaborative community approach, it sets a new benchmark for institutional efficiency and innovation.

As higher education institutions look toward a future filled with challenges and opportunities, **CompleteCloud stands as a beacon of hope and progress, ushering in a new era of educational excellence.** To learn more about the program and schedule a consultation [click here](#).

NEWS from PROGRAM PARTNERS

Are You

- Earning Commission on the Hotel Rooms Booked by Your Campus Visitors?
- Gathering Valuable Data on Your Campus Visitors?
- Providing a Personalized Welcome to Your Campus Visitors?

If not, watch this [recorded program introduction](#) or contact Larry Handel larry@campustravel.com, (410) 267-0866 for more information.



Parents and campus visitors love working with Campus Travel Management:

Drexel University Parent

Hi Larry and Peggy,

Thank you for all your help. My family has been using your travel services for almost four years now. Our daughter is a full-time student at Drexel University.

Campus travel services is a must needed service for the families that travel to visit their children in college. Thank you!

Paul

Loyola University Consultant

CTM Team

I am very impressed with the responsiveness of your team. I have told the Campus Visit team at Loyola about my experience and positive impression.

Thanks for the services you provide to colleges and universities. I am an Enrollment Management consultant and I know how important the campus visit experience is in the college decision process.

Pam

Wheaton College Parent

Peggy,

Thank you so much! And love that Wheaton offers this service to parents! We have used it every time we have come to visit our daughter. I just booked the wrong hotel as the rest of our party is staying at the Courtyard. I appreciate you helping with the cancellation.

We have had such an amazing experience with how well Wheaton treats the parents, from services like this, to communicating information and loving the Wheaton students so well.

We have twin daughters, both freshmen, but at two different colleges. And the experiences are completely opposite!

Thanks again for your help and the great service you provide to visiting parents and family! Well done Wheaton!!!

Dianne



A Success Story from Southeastern University

Southeastern University, located in Lakeland, FL, had a goal “to establish a true risk management partnership that enables the development and implementation of a comprehensive program.” They launched a Request for Proposal (RFP) for insurance brokerage and risk management consultative services to identify a new broker partner.

The process included a detailed response to the RFP by invitees, proposal presentation and interview, and an in-person finalist presentation with multiple university stakeholders. In the end, they selected IMA. IMA was able to vastly improve Southeastern’s insurance program and understand their total cost of risk.

Throughout the process, Southeastern University leadership grew in confidence with IMA’s depth of team, breadth of services, expertise in educational risk, as well as IMA’s consultative approach and accessibility. **“We chose IMA as our insurance partner through a meticulous RFP process. They excelled in providing required items, delivering an interactive presentation with top-level participants, ensuring a direct extension of our team to Southeastern University, and demonstrating expertise in our industry. IMA’s commitment to technology, efficient claims handling, proactive risk management, and a clear long-term strategy, coupled with their cultural alignment, made them the ideal choice for our evolving insurance needs.”** ~ Phillip Schmitt, VP of Finance and CFO

IMA’s experience of working with more than 70 colleges and universities has built the knowledge and expertise in developing customized programs for private institutions. By partnering with IMA, your institution can stabilize insurance costs, while receiving best-in-class risk management and claims services.

[Program Details and Contact Information](#)

[IPv4 Blacklist Cleanup: Check your IP Range against a Global IPv4 Blacklist](#)

[What is IPv4 Geolocation, Why it’s Important, and How to Update it](#)

[How does BGP and IRR Affect IPv4 and How to Remove Old Route Records](#)

[Carrier Grade NAT Pros and Cons](#)

[Monetize Unused IPv4 Addresses and Fund IT Upgrades](#)

[Bandwidth Usage & Demand Forecast for 2024](#)





Student health insurance plans designed to meet the needs of today's college students



Low out-of-pocket expenses for students — copays only for prescription, urgent and emergency care, doctor and specialist visits



Partnerships with Student Health and Counseling Centers with the ability for full reimbursement for covered services. Option to waive student copay and deductible for those covered services and treatments



Coverage includes intramural and club sports



UnitedHealthcare Global benefits include medical evacuation and repatriation and global emergency and medical assistance abroad



Unlimited Teladoc medical and mental health virtual visits

Letter of Recommendation, October 11, 2023:

"I wanted to take the time and thank you and your team at United Healthcare (UHC) for the collaborative relationship and exceptional service you've provided to us here at Mercy College of Ohio. Over the last six (6) years UHC has worked diligently to provide the best possible insurance coverage for the student body at Mercy and keep the rates as competitive as possible.

The communication provided is always clear and response time is very quick and expeditious! As time is a valuable commodity for everyone, this allows us to complete our tasks effectively and efficiently, which is appreciated by all involved. During recent transitions within UHC, there were no noticeable differences from those of us at Mercy.

We look forward to continuing our relationship and collaboration with you and your team at UHC and would always recommend the services UHC, and your team, provide. Thank you and best of luck moving forward!"

- Marc S. Adkins, VP of Student Affairs and Dean of Students, Mercy College of Ohio

Questions?

Contact Debbie Delli Santi at DDelliSanti@uhcsr.com or at **1-727-563-3415** or John Maxwell at JMaxwell@uhcsr.com or at **1-215-902-9930**.

UnitedHealthcare Student Resources does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

ATTENTION: Language assistance services, free of charge, are available to you. Please call 1-866-260-2723.

ATENCIÓN: Usted tiene a su disposición servicios de asistencia en otros idiomas, sin cargo. Llame al 1-866-260-2723.

注意：免费提供语言协助服务。请致电 1-866-260-2723。

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**United
Healthcare**

For more details, watch this [pre-recorded, 10-minute Program Overview](#) (applicable in all states except NY).

For colleges and universities in NY, please refer to this [NY Program Overview](#)



Specialty Project Financing with First American

Success Story with Coalition Member School: Rollins College



Rollins financed \$21,000,000 of renovation and expansion costs of an on-campus hotel. First American provided a highly custom financing solution for the project using a 25-year term loan that locked the rate prior to the construction phase (during which rates rose significantly).

The results? Rollins saved hundreds of thousands of dollars in interest expense and benefitted from First American's seamless integration into their existing process. The renovation is projected to generate another \$19,000,000 over the next 10 years.

Hear more from Rollins College in this recent [success story video](#).

Protecting Your Campus from Payment Fraud During the Holidays

As the holiday season approaches, fraudsters are gearing up to ruin your festive cheer by targeting your organization with various payment fraud schemes, including business email compromise, vendor impersonation, and phishing.



In this webinar, our expert speakers will dive deep into the world of payment fraud, providing you with invaluable insights and practical strategies to safeguard your business during a peak season of fraudulent activity.

What you'll gain from this webinar:

- Stay ahead of holiday payment fraud risks and safeguard your business.
- Learn from real-world examples of recent payment fraud incidents.
- Get actionable tips to defend against the latest fraud trends.

Sorry you missed the live webinar. Listen to a recording [HERE](#)



Visa/Mastercard Settlement – We'll be filing your claims soon!

The claims filing deadline for the \$5.54 billion Visa/Mastercard Settlement has been announced—May 31, 2024. MCAG expects to begin filing claims on behalf of their clients in December. If you are already an MCAG client, **you do not need to submit or complete any documents**. MCAG will manage the entire process on your behalf.

If you are not yet an MCAG client, now is a good time to consider enrolling. **Enrolling is easy and takes only a few minutes:** [Click here to visit MCAG's website for Coalition members.](#)

In addition to the Visa/Mastercard Settlement, there are over \$875 million in other class action settlement funds currently available. Enrolling with MCAG ensures you receive every available dollar entitled to you from these settlements.

MCAG assists its clients with recovering money from class action settlement funds. MCAG does **NOT** create class actions—they continually search for class actions that have already settled and have funds available for their clients - allowing clients to focus on their business.

Under the Coalition agreement, MCAG will handle all the details including preparing and submitting any required documentation and claim forms and working with settlement administrators to reconcile and distribute appropriate recoveries under the terms of the settlements. If no money is recovered, MCAG does not charge or retain a fee. If money is recovered, MCAG retains a Coalition-negotiated discounted contingent fee of 20% of the obtained recovery.

Benefits of using MCAG's Settlement Recovery Service (SRS):

- Eliminate the need to review settlement documents, track important dates, and deadlines.
- Limit administrative burden
- Leverage MCAG's access to relevant data they use to submit a comprehensive claim on your behalf.
- Ensure claim form compliance -- MCAG's years of experience means their processes are consistently reviewed and validated by Settlement Administrators.

Questions? Contact Kimberly Johnson, VP Business Development at kimberly.johnson@mcaginc.com

[Download Q4 Report](#)

Payment Card Settlement Disclaimer: Claim forms will begin to be delivered and available online in December. No-cost assistance is available from the Class Administrator and Class Counsel during the claims-filing period. No one is required to sign up with any third-party service in order to participate in any monetary relief. For additional information regarding the status of the litigation, interested persons may visit www.paymentcardsettlement.com, the Court-approved website for this case.



Accident Insurance is a crucial component of a comprehensive benefits package for colleges and universities to attract and retain top talent. In a competitive marketplace, offering Accident Insurance can set institutions apart, providing direct cash benefits to employees for injuries resulting from covered accidents. Over 50% of Americans incur medical debt from accidents, making [Accident Coverage](#) an essential consideration for employees' financial well-being.

Here are 5 Key Points about Accident Insurance:

- 1. Comprehensive Coverage:** Accident Insurance offers a lump-sum payment directly to employees, covering a range of injuries such as broken bones, concussions, ambulance services, stitches, burns, and more. This coverage extends beyond medical expenses, helping employees with out-of-pocket costs like deductibles and copays.
- 2. Employee Financial Support:** In today's workforce, employees seek more than just a good salary; they value employer support both in and outside of work. Accident Insurance benefits go beyond medical payments, providing cash compensation that can be used for various purposes, including living expenses during recovery or inability to work.
- 3. Competitive Advantage:** Offering Accident Insurance helps institutions stay competitive by addressing employees' desire for better benefits. The BeneRe team emphasizes the importance of providing better benefits and financial protection. BeneRe Higher Education offers flexible and transparent Accident, Critical Illness, and Hospital Indemnity coverage, aiming to enhance financial protection for employees.
- 4. Educating Employees:** Institutions should educate employees about Accident Insurance to avoid confusion. Employees need to understand how they work and how they can complement other benefits and the straightforward process of filing a claim with the insurance provider.
- 5. Unique Offering:** Accident Insurance stands out from other benefit offerings such as life, dental, vision, health, or disability insurance. It provides direct cash benefits, and [BeneRe](#), as a partner, is focused on changing the insurance market by lowering costs, enhancing financial transparency, and distributing underwriting profits to participating members.

A Recommendation:

For colleges and universities looking to strengthen their benefits package, incorporating Accident Insurance is a strategic move. Partnering with BeneRe Higher Education for Accident, Critical Illness, and Hospital Indemnity coverage can not only provide better benefits but also enhance financial protection for employees, making the institution more attractive to potential candidates and satisfying the needs of current employees in times of unexpected financial expense.

Reach out to [BeneRe](#) for a custom analysis of some of your association's member schools to understand the impact recommending BeneRe can have for their school or [click here](#) for our Impact Calculator to see how BeneRe Higher Education can positively affect their bottom line.



MORAN
TECHNOLOGY CONSULTING

Realizing ERP/SIS Project Success Through Effective Organization Change Management

Attending to organizational change management is a critical factor in the **success of major system transformations** (though it is unfortunately often overlooked). Many educational institutions are evaluating the possibility of changing their Enterprise Resource Planning (ERP) or Student Information System (SIS), to take advantage of new cloud-based service efficiencies, and updated functionality. In the old days, Information Technology would spearhead these efforts as most of the work required technical and programming abilities, at times creating customizations to meet unique departmental requirements. As departmental business processes transition from paper to electronic processing, and ERP/SIS cloud-based systems increase efficiencies by designing to accommodate industry best practices and a significant increase in user self-service functionality; institutions who desire a successful system launch, are investing in supporting the business process and organizational changes that are needed to **maximize the benefits of their newly installed system(s)**.

A Moran Technology Consulting (MTC) client recently embarked on an assessment of their current ERP environment, making sure to pay close attention to their transformational future system needs. This process revealed a significant amount of hesitation about a potential system change across the organization. The reasons varied but what became clear was that there was a gap between leadership's perception and direction, and that of the key project stakeholders that needed to be resolved for the project to be successful. Leadership had a vision of the future, while the staff doing the day-to-day work felt they were doing all they could to get their jobs done each day...they could not see how they would have time available for a system change project (even one that promised to make their work lives easier in the future).

MTC was able to bring **our years of expertise** in understanding and developing effective change management processes to **help the client untangle and address these challenges**. For this client, a consistent focus on change management has resulted in staff feeling empowered and engaged; institutional leadership adopting a visible posture of listening to and supporting the team; and ultimately successfully advancing the project. Often, we have found that the inclusion of our outside expertise can help bridge the gap between internal institutional stakeholders, in a way that "greases the skids" towards success.

Moran Technology Consulting, a HESS and Coalition partner, invites you to contact us for a free consultation and to answer any questions you might have about your organizational change management strategy. You can reach us about this or [The Coalition and HESS ERP Replacement Support Toolkit](#) by emailing hess@morantechnology.com.

COALITION PROGRAM PARTNERS

The programs listed below have been thoroughly investigated and vetted to provide discounted pricing and/or enhanced terms and conditions unavailable elsewhere.

Athletics	CBIZ Borden Perlman Sports	Intercollegiate Sports Insurance
Energy / Sustainability	Ecosystems, Solar Financing Solutions, First American Education Finance	Energy Sustainability Program
Facilities	Fastenal	MRO and Construction Solutions
	First American Education Finance	Project Financing
Finance	Benerē	Supplemental Benefits
	Campus Travel Management	Hotel Revenue
	EZLease	Lease Accounting Software
	First American Education Finance	Purchasing Card
	First American Education Finance	Project Financing
	IMA	Property/Casualty Risk Management
	Managed Care Advisory Group	Settlement Recovery Services
	Mindstream	Management Consulting
	Paymerang	Procure to Pay Automation
Gender, Safety & Equity	Grand River Solutions	Harassment and Discrimination Solutions
Health / Wellness	United Healthcare	Student Health Insurance
		Tele Health
		Tele Behavioral Health

Human Resources	AffinityLTC	Group Long Term Care Insurance
	Benerē	Supplemental Benefits
Legal	IMA	Risk Management
	Managed Care Advisory Group	Settlement Recovery Services
	Mindstream	Management Consulting
Technology/ Telecom	Brander Group	IPv4 Brokerage Services
	D2L	Learning Management System
	Doctums Global	IT Consulting
	Drivestream	Oracle Cloud Implementation
	Granite Telecommunications	Voice and Data Solutions
	Higher Ed Systems and Services Consortium (HESS)	Administrative Systems
	IMA	Cyber Insurance
	Moran Technology Consulting	IT Consulting
	Strata Information Group	IT Consulting



COALITION BUSINESS AFFILIATES



Coalition Business Affiliates are companies that support independent, nonprofit higher education and are committed to providing solutions and discounted pricing to Coalition member colleges and universities. These companies have been referred to The Coalition by at least three private, nonprofit colleges that use their products/services.

Company	Services	Contact
Entrinsic	Informer Reporting Enrole Registration Management, Ecommerce, & Reporting System	Simone McGrath , Sales Director
Everspring	Online course program development	Alicia Jahant , VP University Partnerships
Filewave	Device management MDM Solutions	Willem Boom , VP Sales
Fischer Identity	Identity and Access Management	Chuck Donnelly , VP Field Operations
Higher Digital	Management consulting for ERP transformation projects	Wayne Bovier , CEO
Mythics	Oracle systems integrator, consulting firm, managed services provider, and elite Oracle platinum resale partner	John Iuliano , VP Strategic Market Sales
Pathify	Engagement hub and student portal	Loui Atchison , Field Marketing Lead

The Coalition and its Program Partners Who We Are and What We Do



Visit the playlist – [Who We Are and What We Do](#) on our YouTube channel. Learn about the Coalition and the valuable goods and services our program partners offer private colleges under the Coalition umbrella. Subscribe to be notified when

new videos are added.

Program Overview Videos

(+/- 2 minutes each)

Quickly determine programs of interest to research further:

[THE COALITION – Who We Are and What We Do](#)

[The HESS Consortium \(Higher Education Systems and Services\)](#)

[Supplemental Benefits from BENERE](#)

[ERP and Technology Consulting from MORAN](#)

[Lease Accounting Compliance with EZLEASE](#)

[About GRANITE Telecommunications](#)

[Settlement Recovery Services from MCAG](#)

[Procure to Pay Automation from PAYMERANG](#)

[Maintenance, Repairs, and Operations Management from FASTENAL](#)

Learn more about all the Coalition's cost-saving and transformative programs [HERE](#)

MEETINGS and EVENTS

Recent Events

New Program Introduction: Campus Travel Management

[WATCH RECORDING HERE](#)

Protect Your Campus from Payment Fraud During the Holidays

[WATCH RECORDING HERE](#)

Monetize Unused IPv4 Addresses and Fund IT Upgrades with The Brander Group

[WATCH RECORDING HERE](#)

HESS Webinar with Pathify

[WATCH RECORDING HERE](#)

Upcoming Events

Happy Holidays!

