1. **What was your biggest challenge in deploying Kentico’s CMS solution on your campus?**
   The biggest challenge was in having everyone take ownership of their area, to maintain and update. The hardware challenges, if any, were handled by IT.

2. **How long did it take your campus to implement Kentico’s solution?** Community Colleges of Spokane have been using Kentico for about 6 years now. They have 6 web sites using Kentico. Examples include Athletics, District Intranet… it took about 6 months to design and deploy one of their web sites.

3. **Did you prioritize certain functions you wanted up and running first or any specific areas of initial deployment or did you get up and running with full integration from the start?**
   Yes, they moved services over to Kentico module by module.

4. **Is the faculty at Community Colleges of Spokane using Kentico for their faculty web pages? If yes, how was the training of faculty handled on your campus?**
   No faculty pages are hosted. Departments have multiple editors using Kentico.

5. **How was the CMS training on your campus rolled out?**
   The graphic designers/IT department handled training by preparing MS PowerPoint presentations and handouts, and deploying training to departmental employee groups of 15 or fewer, going over the updating of Kentico pages with their CMS, step by step.

6. **Do you have any suggestions or tips for us, as we begin to look at integrating Kentico at West LA College?**
   Keep users in the loop when performing CMS software upgrades. End users tend to be less technically savvy and need to know what to do in the event of a software update. Roll out additional training, if necessary, to train employees on any new features.

7. **Are you using Kentico for any e-commerce solutions?**
   No, they are not using any e-commerce.

8. **How has the mobile web version of your site been received by your campus community?**
   They have not created a mobile solution.

9. **Are you seeing a trend of increased mobile usage on your campus?**
   They estimate their mobile users to be less than 10%.

10. **Is Community Colleges of Spokane planning to integrate any other Kentico solutions in the near future? 1-2 years out? 3-4 years out?**
    Right now they are in a decision making process looking at SharePoint solutions from Microsoft.

11. **Mac use?**
    They almost exclusively use PC’s.

12. **Community Colleges of Spokane - Background**
    Founded in 1963, Community Colleges of Spokane is a dynamic community college district serving some 38,600 students a year, spread across a 12,300-square-mile service district in Eastern Washington.

13. **Performance?**
    They are using 64 bit servers and notice Kentico performing faster than when they were using 32 bit servers, which ran everything slower. Once deployed, IT has had little interaction and support, except when doing CMS upgrades.