

## *edu1world Communities for Higher Ed provided by Enterprise Hive and The Tambellini Group*

# FAQ

### **Q. What does it mean when you say the communities are “free”?**

- A. Free means free - no charge - no budget line. The Tambellini Group and Enterprise Hive are sponsoring the costs of implementation and support for eligible higher education institutions, to experience the collaboration and networking power of HiveSocial for Higher Education.

### **Q. How long does “free” last?**

- A. For 18 months, The Tambellini Group and Enterprise Hive will cover the cost to host and support your online community. After 18 months you will be automatically charged a nominal fee of \$199 a month.

### **Q. How many communities do I get for free?**

- A. The free trial includes one (1) community with all of the best in class collaboration and communication features and functionality of a HiveSocial for Higher Education sub-group.

**Q. What if I need more than one (1) community?**

- A. No problem! We will provide you with up to four (4) additional sub-groups within your community for the fee of \$1,000 per month. If you need more than a total of 5 sub-groups, or would like to explore the premium features of the enterprise version, we can do that too. Contact us for more information at [sales@enterprisehive.com](mailto:sales@enterprisehive.com).

**Q. How many users or members can I have in my community?**

- A. We do not limit the number of users/members or page views.

**Q. Where will my community be hosted?**

- A. Your community will be a sub-group on the renowned higher education site, [edu1world.org](http://edu1world.org). Edu1world is hosted at Rackspace and supported by Enterprise Hive and sponsored by The Tambellini Group.

**Q. How private will my community be?**

- A. You can elect for your community to be public or private. Your community can also be free to members or available for a subscription(fee) membership (premium). Regardless of what you choose, your community and all of its content and members will be safe and secure from spammers and unauthorized users.

**Q. Can my community reflect my institution's branding?**

- A. Yes. You can easily brand your community with your institution's logo.

**Q. Who owns the data of my community?**

- A. You own all the data in your community. If you decide to discontinue your community after 18 months and want to have a copy of your data there will be a charge for the services to provide the data in the format you desire.

**Q. Will I need training?**

- A. HiveSocial for Higher Education is an intuitive platform that requires minimal training. On occasion, Enterprise Hive will be holding free training webinars as well. . If you require additional or specific training, this can be provided to you through Professional Services for an hourly fee.

**Q. What types of communities will be successful as an edu1world sub-group.**

- A. Because HiveSocial for Higher Education is so highly configurable, the social engagement platform can deliver the leading edge infrastructure to support an unlimited number of use cases. However, in taking the advice from The Community Roundtable on how to create a best-in-class online community, we recommend that you start off with a community to help improve communication and collaboration for a very specific purpose. Here are some sample ideas:

- faculty network
- software selection
- student advising
- specific department
- student club or organization
- long term project

Of course, if you have more than one use-case we should probably discuss your requirements for your own enterprise version of HiveSocial for Higher Education.

**Q. What about single sign on to my existing back office systems?**

- A. A feature of your community supports a single sign on connector. Contact us for more information on how we can implement this specifically for your community.

**Q. What about integration to my Student Information System or LMS?**

- A. Your community can easily be integrated to share profile or student information with your back office systems. Contact us to for more information on how we can meet your requirements.

**Q. What do I need to be eligible for this offer?**

- A. We want all of our communities on edu1world to be successful and best in class. So, of course, we have some requirements that significantly reduce the risks for your community to be a ghost town. The following are must haves to be eligible for this offer:
  1. A specific project or purpose for the community with identified outcomes.
  2. An executive sponsor.
  3. Upper management or executive commitment to actively participate in the community.
  4. The capability to create compelling content.
  5. A dedicated person (and backup) for moderation and community management. (Please note that there is no technical knowledge or IT support required to operate and manage your community.)

**Q. We are ready to go, what's next?**

- A. Once we've identified your project and discussed your goals, and we'll send a checklist of information that we need from you. After you send us the information, we will have your community turned-on and ready to go within a few days. You'll be able to get started with your project.

Contact Enterprise Hive for more information:

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