

Customer FAQs

What are we announcing?

Modern Campus has acquired Presence, enabling Modern Campus to accelerate its commitment to customer success by revolutionizing learner engagement with massively personalized digital experiences.

Who is Modern Campus?

Modern Campus, with the industry's leading modern learner engagement platform, empowers higher education institutions to thrive when radical change is required to successfully respond to lower student enrollments and revenue, rising costs, crushing student debt and even school closures.

Powered by Omni CMS, Destiny One, and the Presence suite of products, presidents and provosts can create pathways for lifelong learning, while marketing, enrollment and IT leaders can deliver Amazon-like personalization and instant fulfillment. Award-winning products and support for its 1,200+ higher education customers have earned Modern Campus a 98% retention rate and a reputation for customer obsession.

Who is Presence?

Presence is student engagement and learning software that empowers universities to improve retention rates by tracking and learning about their students' involvement patterns and behaviors.

Serving more than 250 higher education institutions across North America, Presence makes it easy to visualize and assess engagement efforts through data, streamline workflows for departments and student organizations, and map learning outcomes to co-curricular opportunities for student success.

Why is Modern Campus acquiring Presence?

The acquisition enables higher education institutions to serve their students with a massively personalized experience throughout the "learner to earner" journey. Presence is highly complementary with Modern Campus Omni CMS and Modern Campus Destiny One. The integration of these solutions will enable colleges and universities to deliver massively personalized student experiences to attract, enroll, engage and retain learners with high effectiveness and efficiency. Moreover, Presence enables Modern Campus to accelerate its mission to empower customers to engage modern learners for life.

What does this mean for customers of Presence and Modern Campus?

Modern Campus is deeply committed to continuing the customer-first innovation that is in the DNA of Presence, and is deeply committed to maintaining – and enhancing – its award-winning solution. Over the coming months, the combination of Modern Campus and Presence will improve how we scale, deliver, and support our products. Working together will enable us to provide, build, and grow the products our customers need to fulfill their mission.

As a customer or prospective customer of Presence and/or Modern Campus, what will change?

We will continue to support you in the best way possible with our products, services and support. In the near future, we will accelerate our innovation to deliver a modern learner engagement platform aligned with the goals of our customers.

Our institution uses Modern Campus products today but not Presence. Will Modern Campus's integrations to other student engagement solutions continue?

Yes, we are 100% committed to the seamless integration of our products into your institution's technology ecosystem.

Our institution uses Presence products today but not Modern Campus Omni CMS, Destiny One or DIGARC products. Will Presence integrations to other CMSs, continuing education SIS solutions, and catalog and curriculum management solutions continue?

Yes, we are 100% committed to the seamless integration of our products into your institution's technology ecosystem.

Will Presence products be retained after the acquisition by Modern Campus?

Yes, absolutely. Modern Campus is deeply committed to maintaining – and enhancing – the award-winning Presence solution.

Will my customer support or account management relationship change?

No, please continue to engage with Presence and Modern Campus as you do today. For Presence customers, you'll even get to keep your Happiness Expert.

What does this mean for the Presence brand?

The Presence logo and brand will remain as-is through at least 2021. For now we'll add "A Modern Campus Company" as part of the visual transition to Modern Campus.

Will the Modern Campus Vision, Mission and Purpose change?

Our vision, mission and purpose are timeless, and Presence sits firmly in how we view the future of higher education:

Vision: Every human can be a lifelong learner.

Purpose: We exist to enable our customers to unlock the potential of lifelong learning.

Mission: We empower our customers to engage modern learners for life.

How can I learn more about Modern Campus or Presence?

There are several ways:

- 1 Contact your account executive or account manager
- 2 Contact our business development team at info@moderncampus.com
- 3 Contact Brian Kibby, CEO of Modern Campus, at bkibby@moderncampus.com