

Preparing to Shut Down Your Campus App & Campus Cloud

This guide provides essential information and steps for clients transitioning away from their Campus App and Campus Cloud environments. Whether you're upgrading to our Ready Campus Core solution, moving to a different platform, or no longer requiring a campus app solution, this document will help you prepare for a smooth shutdown of your existing services.

Stage One (During Implementation) - Export Data from Campus App to Import Into Ready Campus Core (Optional)

Files Formatted for Import

The Ready Education support team can export the following data sets from your Campus App in a format that is then easily imported into your Ready Campus Core environment:

- Groups*
- Departments/Services*
- Members**
- Users***

To request the export files, submit a support ticket through your portal or send an email to help@readyeducation.com, requesting the "Campus App to Ready Campus Import Files".

NOTES:

*Not all information needed to import the files into RCC is contained in Campus App. The Group Acronym is a required unique identifier used for each Group/Department upon creation. Our export generates an acronym for each of your groups, so you may wish to review the list and make changes before importing. Other fields, such as Group Type, will need to be created in your platform and added to the file before importing.

**Adding Members to the platform before creating your Users from the Admin menu will create new User accounts under Guest profiles, so if uploading Members, please wait until after your Users are provisioned in the platform. Group Admins can be given access to their Groups or Departments at this time by marking them as Officers.

***While a User file is included, as it includes everyone that has ever logged into your Campus App at any point and with only minimal user data, we do not recommend using this file to create your Users in Ready Campus Core. Users should instead be provisioned from your SIS to ensure only current students and faculty/staff are added to the platform.

Other Files

Campus Cloud - If your current Campus Guide(s) are particularly complex with elements such as multiple tiles containing Custom Lists, etc., you can request an export file from Campus Cloud. This export will contain CSV files of your tile maps, forms, resources, channels, and other content to guide you as you build out your new instance. To request the export files, submit a support ticket through your portal or send an email to help@readyeducation.com, making sure to request the "Campus Cloud Export Files".

Campus Map - If you want the Ready team to export your Campus Map and save it as a Google Map for your Ready Campus Core platform, submit a support ticket to request a "Campus Map Migration".

Stage Two (End of Campus App) - Export Final Usage Data from Campus App and Campus Cloud

Metrics Extract

At or just after the end of your use of your Campus App, you can request an extract of usage metrics from our engineering team. This extract is raw data, containing internal id numbers rather than emails or names and will require your IT resources if you wish to make use of the data. The following data points are included:

- Users
- App Sessions
- Campus Guide Tab Clicks
- Campuses
- Community Tab Clicks
- Download/Registration
- Friend Requests
- Home Tab Clicks
- Metadata
- Notifications Tab Clicks
- Profile Tab Clicks
- Profile Views
- Search Clicks
- Tile Clicks
- User Courses

This request is sent to our support team through the portal or help@readyeducation.com and they will facilitate the request. Please include in the subject line that this is a "Campus App Metrics Extract Request".

Campus Cloud Exports

Master Administrators with full access to your Campus Cloud environment can download the following reports and files directly from Campus Cloud:

App Users - From the Insights tab in the top menu, go to Data Export page in the left menu and select the Export link to download the file. See the help center for details:

<https://readyedu.atlassian.net/wiki/spaces/CACCSD/pages/507579894/Insights+Data+Export>

Engagements - From the Engagement page, in the top bar you have the option to download files based on all Engagements, which can be broken down into various subsections by Services, Events, Orientation Programs, etc., as well as by Experiences and Audiences. The default reporting period is the last 30 days, but you can choose custom date ranges, so depending on the size of your institution, you may be able to pull reports per year or per semester or quarter to go through the full history of your platform. If you do not know how long your institution has had your Campus App, please check with your CSM. See the help center for additional information:

<https://readyedu.atlassian.net/wiki/spaces/CACCSD/pages/507579776/Insights+Engagement>

Community Posts - From the Community tab in the top menu, go to Find a Channel in the left menu and Join all the Public and Private channels in your Community. From each channel, under the 3 Dot menu in the upper right corner, there is the option to Download Posts. Each Channel must be downloaded individually.