



## Heald College Keeps Classes on Track with VMware Workstation

VMware Workstation Gives Heald More Flexibility in Planning Course Schedules, IT Class Content

### RESULTS

- Decreased classroom delays and increased classroom scheduling flexibility
- Improved instructors' ability to provide complex labs and examples

### Heald Needed A Quick Way to Switch From Technical to Non-Technical Course Content

Heald College is a nonprofit, regionally accredited career college with 11 campuses in the western United States. The college offers associate degrees in 18 months or less, short-term diplomas, and certification training programs that prepare students for careers in business, technology, and healthcare. Each campus offers a mix of programs.

On any given day, classroom computers might be employed in teaching a system or network administration course, and after a five minute break, be needed to teach medical billing or business accounting software. "The problem we ran into," says Matt Ormond, academic computing manager for Heald, "was configuring computers for students learning how to do OS administration, which sometimes means the system gets corrupted or changed – but five minutes later, the same computer had to run Microsoft Word or Typing Tutor."

The IT organization was using removable hard drives to switch between classes, not a completely successful solution because it required campus network administrators to visit each classroom to swap out the drives. Changing drives often took longer than the five minutes between classes, eating up teaching time and limiting the college's classroom-scheduling flexibility.

### VMware Workstation Makes The Switch Simple

"I first learned about VMware Workstation at Comdex, where one of the exhibitors was using it to demo their software," said Joe Reid, network administrator at Heald's Honolulu campus. "After I tried it, I did a cost analysis and discovered we would save money over using removable drives. After that, it was a no-brainer to sell the idea of using Workstation to my colleagues."

Reid's presentation of VMware Workstation as a technology solution at a quarterly meeting for network administrators came just in time, as the size of operating system software and applications was starting to outpace the capacity of affordable removable hard drives. Since that first presentation, Heald has installed VMware Workstation on more than half of its 4500+ desktop systems.

"It saves us all kinds of time over changing out hard drives between classes, and it makes switching between and backup of different environments a snap. It's really great for the students especially. They can create clean images, practice their skills, even corrupt the image, and be back to the original clean state in a matter of seconds."

Results of installing the software include:

- **Classes can start on time.** Network administrators no longer have to race from classroom to classroom to swap removable drives, and the switch from one computer environment to the next takes no longer than it does to move from one application window to another.
- **Teachers and students gain flexibility.** With VMware Workstation, information technology teachers can set up complex networking labs on a single computer, and students practice their skills on real-world configurations. VMware Workstation gives them the freedom to experiment and lets them quickly restore their machines to a clean state for the next example or class.





#### VMWARE WORKSTATION AT WORK

- Gateway desktop E3600, E4000, and E4100
- 660MHz to 2.4GHz CPUs; 256MB to 512MB RAM
- Windows 2000 Host OS (moving to XP in October 2003)
- DOS, Microsoft Windows 9X, Windows NT Workstation and Server, Windows 2000 Workstation and Server, Windows XP Guest OS
- 2,500 machines

### Heald Uses Workstation To Simplify Classroom Setup, Enrich Student Experience

One of the benefits of using VMware virtualization technology is the ability to duplicate, or "Clone" system images. The Heald team soon realized they could take advantage of this capability to simplify classroom set-up at the beginning of the semester. "We use Image Cast to create and deploy a standard set of software to every campus, including VMware Workstation," says Ormond. "Then, the network administrators and their staff individualize the set-up for their campus, loading on software specific to each course, installing VMware Workstation on the computers that will use it, and so on."

The instructors like using VMware Workstation because it gives them the ability to create more test cases and more complex "real-world" labs for their students, without the need for a lab full of equipment, or the hassle of rebooting or swapping system drives.

"VMware Workstation gives our instructors the flexibility to do anything they need to do without affecting other classes, and it makes the transition from one class to another much smoother," says Ormond. "It has really enhanced our ability to offer hands-on experience with lots of different configurations to our information technology graduates."

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