



## American River College discovers the benefits of the Dolphin SMA



The American River College, located in Sacramento, is among the 10 largest community colleges in the state of California and is widely regarded as the leader in innovative programs and services.

Over the past year ARC has taken progressive steps in its Assistive Technology facilities, in particular they have benefited from the use of SuperNova in conjunction with their Software Maintenance Agreement or SMA with Dolphin Computer Access.

By joining the countless other colleges and institutions who have already signed up for an SMA, the American River College has access to all product upgrades, free of charge, to the software solutions they have chosen.

Shane Lake, the Alternate Media Specialist at the American River College is excited about the advantages of Dolphin's SMA after experiencing the benefits first hand: "Our licensing agreement has allowed flexibility to insure that any computer a student may use anywhere on our campus and its outreach centers can have Dolphin SuperNova (Screen Reader and Screen Magnifier software) obtainable, opening an era of universal access."

Dolphin understands the complexity and cost concerns of your college when considering software for a server or individual PCs. This is especially true when you have to consider that other Assistive Technology products, unlike SuperNova, do not offer Magnification and Speech in one software solution. As Shane pointed out – "Even more surprising was the cost of the Dolphin SMA. When calculating the costs of having two separate, competitor, software applications installed on every computer, then adding those SMAs and other costs incurred, the savings of the Dolphin SMA to our campus were considerable.....Technically speaking from an IT point-of-view SuperNova works wonderfully on any computer. Imagine my excitement when I came to the realization that I will no longer have to troubleshoot, and keep track of many software packages, SuperNova with all it can do has eliminated those chores by three, making my life easier!"

Today, as more and more students choose community colleges over traditional universities, it isn't only necessary but critical that your Assistive Technology software be ready to create results that you requires/want/need. Even when the end user has historically used a different software program; "The fact that SuperNova can 'emulate' other assistive software products insures that a student can, with minimal support, continue on as if using a different application allowing a smooth transition."

Since Dolphin has been a world leader in the production of access software since the mid-1980s, the basic principle of close working relationships with institutions such as American River College is vital to the ongoing development of our products.

"Many companies make claims about commitment(s) to excellent customer service and fall well short of those claims; however the entire Dolphin team has distinguished itself in my estimation and experience over the past year to be the true exception. The Dolphin team is truly committed to insuring that their software is utilized to the fullest potential, any and all questions have been addressed in a very professional courteous manner no matter how trivial or technically challenging."

Shane was so appreciative of the impact of SuperNova and the accompanying SMA that he stated, "I would highly recommend to anyone considering making the move to Dolphin and its products to do so, as the experience will not be a regrettable one."