



# How Hagerstown Community College went from Hardwired Systems to Cloud-Based Simplicity

HAGERSTOWN COMMUNITY COLLEGE (HCC)

[Read the full customer story here →](#)

## Who Is Hagerstown Community College?



### 2 Programs

- Dental Assisting Program
- Dental Hygiene Program

CODA-accredited Dental Hygiene Program recognized by the Maryland State Board of Dental Examiners



### Students

Hands-on clinical education through an on-campus dental training clinic



### Faculty

Real-world experienced clinicians

## Challenges



Inconsistent and difficult-to-calculate grading formulas.



Student performance evaluated collectively instead of individually.



Multiple systems required for patient charts and student evaluations.



On-premise software restricted access to clinic-only workstations.



Limited ability to access charts, notes, and student data outside the clinic.

## Solution

Implemented Ascend Academic to unify patient management and student evaluation.

Adopted a cloud-based system for secure access from clinic and office environments.

Enabled individualized student grading with improved consistency and transparency.

Consolidated multiple systems into a single platform to reduce administrative complexity.

Improved reporting capabilities for tracking student progress and supporting CODA requirements.

## Hear From Hagerstown Community College



“Ascend is ever evolving and **staying relevant with current technology that’s available and user friendly**,” Suminski said. “They take in feedback from their users to help make it better.”



“**Your tech people are so hands on** and willing to sit with you as long as you need to understand the process.”



“This has been one of **the best experiences and best customer service that we had**.”



“**Ascend has been a game-changer for our Dental Hygiene program**. It is **super easy to learn and navigate** and has several features similar to other dental software my students will see when they graduate.”

*Jennifer Suminski, MS, RDH, Associate Professor/Prog Coordinator, Dental Hygiene Program*

