

User 12:30 PM

Our university is looking for a project management system that will allow us to keep track of tasks that committee members are assigned to, and projects. Please provide me with a features' comparison between Freshservice project management, Asana, Monday.com, smart sheet, and ClickUp. Please also specify if any of these solutions provide a non-profit or educational discount.

Selecting a project management (PM) tool for a university environment requires balancing ease of use (for faculty and staff who may not be project managers) with powerful tracking capabilities.

Below is a comparison of **Freshservice**, **Asana**, **Monday.com**, **Smartsheet**, and **ClickUp**, followed by their specific educational/non-profit discount structures.

Feature Comparison Matrix

Feature	Freshservice (PM Module)	Asana	Monday.com	Smartsheet	ClickUp
Primary Focus	IT Service Management (ITSM) + PM	Collaboration & Workflow	Customizable "Work OS"	Spreadsheet-based Power	All-in-one Productivity
Ease of Use	Moderate (Interface is IT-centric)	High (Very intuitive)	High (Visual/Color-coded)	Moderate (Learning curve)	Moderate (High complexity)
Visualizations	Gantt, Kanban	Board, List, Timeline, Gantt	15+ views (Map, Gantt, etc.)	Grid, Gantt, Card, Calendar	15+ views (Mind Maps, etc.)
Committee Suitability	Best if the committee is IT/Tech focused.	Excellent for general academic committees.	Excellent for visual tracking.	Best for data-heavy/budget tracking.	Best for power users who want everything in one app.
Automation	Strong (Service Desk integrated)	Great (Rules builder)	Excellent (No-code recipes)	Strong (Workflow engine)	Highly advanced/Complex
Guest Access	Limited/Tied to Agents	Excellent for external partners	Good (Specific guest seats)	Unlimited (on certain plans)	Good (Permission-heavy)

Detailed Tool Profiles

1. Freshservice (Project Management Module)

Freshservice is primarily an IT Helpdesk tool. Its PM module is designed to link tasks to "Tickets" or "Changes."

- **Best for:** Committees within the IT department or those already using Freshservice for ticketing.
- **Unique Pro:** If a committee task arises from a service request, the link is seamless.
- **Cons:** It feels like a "technical" tool; non-technical faculty may find the interface restrictive.

2. Asana

Asana is often the favorite in higher education because it doesn't "look" like a database.

- **Best for:** Committees that need to track meeting action items, deadlines, and responsibilities without a steep learning curve.
- **Unique Pro:** "Multi-homing" allows one task to live in two different committee projects simultaneously without duplicating it.
- **Cons:** Advanced reporting and workload management are locked behind higher-tier (more expensive) plans.

3. Monday.com

Monday.com is highly visual and uses a "Lego-block" approach to building boards.

- **Best for:** Tracking statuses and high-level progress reporting to university leadership.
- **Unique Pro:** Extremely easy to see "Status" at a glance via color-coded cells.
- **Cons:** The pricing structure is "per bucket" of users (e.g., you pay for 10 seats even if you only need 8).

4. Smartsheet

If your committee manages large budgets, complex research schedules, or massive data sets, Smartsheet is the industry standard.

- **Best for:** Finance committees, Registrar offices, or Grant management.
- **Unique Pro:** The "Sheet" interface is familiar to Excel users but adds powerful automation and document attachment features.
- **Cons:** It lacks the "modern" chat/collaboration feel of Asana or ClickUp.

5. ClickUp

ClickUp is the most feature-rich tool on the list, often called the "Asana-killer."

- **Best for:** A "power-user" committee that wants to integrate Docs, Whiteboards, and Tasks in one window.
- **Unique Pro:** Everything is customizable—you can toggle features on or off so the interface isn't too cluttered.

- **Cons:** The "Everything View" can be overwhelming for casual users or faculty who only check the tool once a week.
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Non-Profit & Educational Discounts

Most of these companies offer significant discounts to **501(c)(3) organizations** and **accredited educational institutions**.

Provider	Educational / Non-Profit Discount
Asana	50% off for qualifying non-profits and educational institutions through the "Asana for Nonprofits" program.
Monday.com	Non-profits: First 10 users are free; additional users at a 70% discount. Education: Significant discounts available via their Academic program (requires .edu email).
ClickUp	35% off for non-profits. They also offer a "ClickUp for Education" discount, though you must contact their sales team for a custom quote based on university size.
Smartsheet	Offers specialized pricing for higher education. They do not publish a flat percentage, but they provide "Smartsheet for Education" bundles that include training.
Freshservice	Provides a " Freshworks for Good " program. Generally offers discounted pricing or free licenses for small non-profits/educational startups. Large universities usually negotiate custom enterprise rates.

Recommendation for a University Committee

- **If you want high adoption from faculty:** Choose **Asana**. Its interface is the least intimidating.
- **If you need to track complex budgets/grants:** Choose **Smartsheet**.
- **If you want the best "bang for your buck" (Feature-to-Price):** Choose **ClickUp**, but assign a "Champion" to set it up so it isn't too confusing for others.