

Focus - Delivering a Large-Scale Self-Service Housing Solution

At a Glance

Key Challenges

- ★ Handle a large number of online housing applications and related room and roommate selection functions without compromising IT performance.
- ★ Leverage a comprehensive and flexible online student self-service and staff housing management system that can easily scale with increases in resident capacity.
- ★ Adapt to the ever-changing housing needs and functionality requirements of the CMU community.
- ★ Implement a solution that can support CMU's Apple-focused hardware landscape.

StarRez Solutions & Services

- ★ Core Housing (Includes Assignments, Reporting, Dashboard, and Billing)
- ★ StarRez Portal (Room and Roommate Selection Online, Contract Signature, Lottery Management, Waitlist, Undergrad, Grad, and Family Apartment Applications).
- ★ SAP integration - Financial, Student Information, and Campus Portal

Key Results

- ★ Accepted over 1,000 first-year residents online self-service applications in 24 hours while maintaining consistent software and hardware performance.
- ★ Scaled easily, and adapted the online self-service solution to accommodate CMU's 7,000 beds and range of unique business rules.
- ★ Enabled real-time reporting and tracking of all resident data empowering staff with the latest application, assignment, and occupancy information.
- ★ Provided consistent communication and support from implementation to go-live and beyond, in the true spirit of our partnership.
- ★ Adapted the system quickly and easily to the ever-changing breadth of accommodation and residence types.
- ★ Empowered the staff with options to leverage their hardware client of choice, including PC's and Mac's.

Central Michigan University Mount Pleasant, Michigan

Details

Through its partnership with StarRez, Central Michigan University now has the ability effectively scale its resident online housing self-service functionality based on seasonal demands. As a result, the StarRez system has been able to process multiple transactions, accept large numbers of resident applications, and still maintain strong system performance. During the first day of housing signup at CMU, StarRez was able to efficiently accept thousands of first-year resident applications in under 24 hours.

Originally founded in 1892 as the Central Michigan Normal School and Business Institute, CMU houses approximately 7,000 students each academic year.

The modular and scalable nature of StarRez ensures that the student online housing self-service portal can handle increasing amounts of resident applications at CMU and easily adapt to their ever changing operational demands by adding new functionality. In addition, StarRez is a true partner to CMU providing consistent communication and support for their existing operation, while working closely with them to understand their future needs and challenges.

In addition to facilitating the online application process and student self-service needs at CMU, StarRez is able to easily allocate large numbers of resident applications, including CMU's unique room and roommate assignment business rules. Virtually any number of residents can be allocated based on personality preferences.



StarRez also empowers the housing and IT staff at CMU to easily report on and track any piece of student housing data. Regardless of bed count, staff members can quickly generate different report queries and illustrate data graphically.

“StarRez has enabled CMU to maintain the highest level of resident satisfaction while providing flexibility to adapt to CMU’s unique processes and growing campus population. StarRez has performed effectively during peak application times and easily scaled to handle CMU’s 7,000 residents.”

Barry Cook

Windows Application Administrator
Auxiliary Services - Information Technology, Central Michigan University

About StarRez

StarRez, Inc. is the most trusted housing solution available. We have a proven track record of delivering comprehensive solutions to both large and small institutions. StarRez customer requirements range in complexity from addressing basic administrative efficiencies to implementing a complete online student self-service solution. The depth of experience of our development and support resources enable us to deliver the most powerful, reliable, and flexible solutions available.

Customer Examples

Cornell University, Ithaca, NY

StarRez Solutions

- ★ Housing Assignments & Auto Room Allocations
- ★ Billing & Accounts
- ★ Incidents
- ★ Conferences & Events
- ★ Online Applications for New & Returning Residents, Room Selection, Electronic Contracts, Lottery Integration

Integration

- ★ Demographic & Academic Interface with Legacy Campus System
- ★ Financial Interface with Legacy Campus Financial

University of Kentucky, Lexington, KY

StarRez Solutions

- ★ Housing Assignments & Auto Room Allocations
- ★ Conferences & Events
- ★ Online Applications for New & Returning Residents, Room Selection, Electronic Contracts, Lottery
- ★ Room Inventory & Key Management Integration

Integration

- ★ Financial Interface with SAP

Loyola College, Baltimore, MD

StarRez Solutions

- ★ Housing Assignments & Auto Room Allocations
- ★ Electronic Swipe Check-In
- ★ Billing & Accounts
- ★ Incidents
- ★ Room Inventory
- ★ Online Applications for New & Returning Residents, Real-Time Roommate & Room Selection, Electronic Contracts, Lottery Integration

Integration

- ★ Demographic & Academic Interface with DataTel
- ★ Assignment Data for Billing Interface with DataTel

Partners

StarRez integrates with: SunGard Banner, SAP, DataTel, Oracle/PeopleSoft, VingCard, Persona, Onity, Jenazbar, InfoGenesis, online credit card payment systems, security access systems, and many others.

University of Calgary, Calgary, AB

StarRez Solutions

- ★ Housing Assignments & Auto Room Allocations
- ★ Conferences
- ★ Incidents
- ★ Online Applications for New & Returning Residents
- ★ Room Inventory & Maintenance Management Integration

Integration

- ★ Credit Card Payments with Moneris

University of Utah, Salt Lake City, UT

StarRez Solutions

- ★ Housing Assignments
- ★ Billing & Accounts
- ★ Conferences
- ★ Online Applications for New & Returning Residents, Roommate Search & Message, Real-Time Room Selection, Electronic Contracts, Lottery Integration

Integration

- ★ Demographic & Academic Interface with PeopleSoft
- ★ Financial Interface with PeopleSoft
- ★ Meal Plan Interface with BlackBoard
- ★ Door Access Interface with BlackBoard
- ★ Credit Card Payments with Homegrown Web System
- ★ Single Sign-On

University of California, Merced, CA

StarRez Solutions

- ★ Housing Assignments
- ★ Billing & Accounts
- ★ Room Inventory
- ★ Online Applications for New & Returning Residents, Electronic Contracts Integration

Integration

- ★ Demographic & Academic Interface with Banner
- ★ Financial Interface with Banner
- ★ Credit Card Payments with CashNet
- ★ LDAP Single Sign-On

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