

Focus - Moving from Paper to Portal

At a Glance

Key Challenges

- ★ Improve Efficiency and Reduce Administrative Costs.
- ★ Continue to Provide Superior Service Levels to Students.

StarRez Solutions & Services

- ★ StarRez Base Housing and StarRez Web Portal Solutions.
- ★ Single Sign-on, Online Applications, and Online Deposit.
- ★ Full Integration of StarRez and PeopleSoft.

Key Results

- ★ Significantly Reduced Labor and Printing Expenses.
- ★ 9 out of 10 Freshmen Applied Online.
- ★ 78% of All Residents Provided Online Deposits.
- ★ 61% of Deposits were Paid by Credit Card, 39% by eCheck.
- ★ Enabled Housing to Focus on Decision Making and Strategy.
- ★ Improved Accuracy of Over 5700 Applications and Checks.

Santa Clara University
Santa Clara, California

Details

Prior to March, 2005 Santa Clara University's Housing Office (SCU) annually sorted through nearly 2500 paper contracts, preference forms, and deposit checks during their assignment phase.

Nestled in the heart of Silicon Valley in California, SCU decided to seek a software partner to help bring efficiency in their assignment process, improve customer service, and gain visibility over demand and occupancy. After an exhaustive search of software options, including the assessment of in-house development, the SCU evaluation team unanimously selected StarRez to help them design a new solution.

Since becoming partners, StarRez has helped SCU design a user friendly, paperless application process. As of March 2005, students have been able to easily apply from any online location at any time of day. Incoming and returning students begin their housing selection and application process by using existing personal campus portal authentication (single sign-on) to access customized and pre-populated online contracts, preference forms, and the campus payment (deposit) gateway.

The StarRez system instantly collects the information students enter from their homes, generates an immediate application receipt, and provides SCU with instant visibility over application numbers, student profiles, and preferences. New student information is later used in an auto-allocation process to efficiently assign each with a compatible roommate into one of nine Residential Learning Communities.

With the new efficiencies, the SCU Housing staff has turned their attention to decision making. They have reduced labor expenses and eliminated the cost of printing and mailing out 5700 applications. Furthermore, the staff no longer has to wait days or weeks for IT to respond to their requests for custom reports; instead they are able to produce all needed information themselves, within minutes, thanks to the user-friendly StarRez custom report generator.



SCU's Campus IT is just as enthusiastic about the StarRez solution as is the Housing staff and the SCU student population. IT resources are now better able to focus on other critical campus systems instead of devoting costly internal resources to develop a housing solution.

“We chose StarRez for its diverse functionality, user friendliness, technology platform, user communication tools, and overwhelmingly favorable references. Their willingness to design a customized solution, specifically to meet Santa Clara’s needs, has allowed us to bring our operations into a new efficient era.”

Jane Barrantes
Director of Housing & Auxiliary Services
Santa Clara University

The Housing Office collaborated with numerous campus departments to activate the new online portal solution and spread the word on how to apply. Along with letters of acceptance, the Admissions Office sent authentication log-in and password information to each student and directed newly accepted students to sign-in on the eCampus portals in order to begin the on-line process.

In addition, the Orientation and Dining Services Offices added Housing information to their brochures, posters, student union electronic signs, and table tents. Housing revamped their web site and sent direct emails to all current resident students notifying them of the new process as well.

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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