

Focus - Ensuring a Safer Community with Technology

At a Glance

Key Challenges

- ★ Provide residents with a safe and enjoyable living environment.
- ★ Ensure staff are immediately aware of resident incidents and can easily add, track, and manage incidents.
- ★ Find a faster and more cost effective way to directly communicate with residents.
- ★ Leverage the most prevalent student communication medium to ensure messages are received in a timely manner.

StarNet Solutions & Services

- ★ Core Housing and StarNet Web Portal Solutions
- ★ StarNet SMS Text Messaging Module
- ★ StarNet Judicial and Web Incidents Modules

Key Results

- ★ Simplified the management and visibility of incidents among multiple campuses.
- ★ Improved the accuracy of student incidents being recorded by providing a web-based incident recording solution.
- ★ Eliminated the chance of non-authorised staff accessing confidential student information.
- ★ Improved communication response notification times in emergency and time sensitive situations.
- ★ Improved cost effectiveness of communication as well as reduced time spent making individual calls.

University of Tasmania Hobart and Launceston Campuses, Tasmania

Details

As the state's largest housing provider, the University of Tasmania Accommodation Services provides their residents with safe, healthy and supportive residential academic communities at their Hobart and Launceston Campuses. In 2000, they partnered with StarNet to help accomplish these goals. Since that time, they have embraced a range of StarNet technology solutions including SMS communication and online services. These StarNet solutions have helped to streamline processes and improve productivity and student satisfaction.

As the University puts particular focus on the safety of their on-campus residents, the implementation of the StarNet Judicial, Web Incidents, and SMS Text Messaging Modules were a high priority. Using these StarNet solutions, Accommodation Services staff can now track and report on-campus incidents, as well as, directly communicate with residents via mobile phone at anytime.

Prior to implementing the StarNet Judicial and Web Incidents solution, Accommodation Services relied on a paper-based system to track and manage on-campus incidents and had no way of quickly and effectively communicating important information with residents. This paper-based system resulted in security issues when storing and accessing confidential student information. The StarNet Web Incidents solution with role-based secure log-in has eliminated this concern.

The convenience of the Web Incidents solution ensures that staff can access it anytime reducing the chance of error or detail omission that can come from time delays. Accommodation Services utilises the limited 'add-only' web access for Resident Assistants, enabling them to add



incidents, while full access and monitoring is handled by full-time staff. With email notification, staff are instantly aware of newly logged incidents and can act appropriately.

The ability to effectively track and report on-campus incidents with StarNet allows Accommodation Services to better ensure the safety and security of University of Tasmania residents. Staff can effectively analyse reoccurring problems and easily monitor individual behaviour.

“Our partnership with StarNet has significantly improved the efficiency and accuracy of our operations, as well as, helped provide our residents a safer community to live in. Using StarNet to manage our residents and infrastructure has provided flexibility for both residents and staff, giving us a better chance to get to know our residents and spend more time on non-administration tasks.”

Joel Webb
Systems and Projects Officer
Accommodation Services, University of Tasmania

University of Tasmania Accommodation Services is thrilled with the ease in which the Incidents and SMS modules have been integrated into their day to day functions, as well as the immediate benefits they provide to operations, staff and students.

Complete Housing & Conference Solution

Founded in 1992, StarNet is the world leader in housing and conference software with more than 250 clients worldwide. StarNet offers the most robust, mature, and easy-to-use housing and conference software solution on the market providing best-in-class solutions across all housing functions.

Complete Housing Solution

StarNet is a comprehensive housing solution, including everything from online applications and room selection, to the core administrative functions such as billing, reporting, email, and mail merge, through to integration with your campus system, access and control system, and meal plans.

Key Functional Areas

★ Residents Directory

- Personal Details, Housing Preferences, Bio/ Demographic Data, Academic Enrolment Details & Lifestyle Profile Questions
- Applications & Room Assignments

★ Online Web Portal

- Online Applications & Student Self-Service
- Real-time Room Selection, Roommate Search, & Message Tools
- Lottery, Wait List, & Deposits

★ Billing & Accounts

- Flexible Charges & Rates
- Online Deposits

★ Built-in Report Generator

- Import & Export Tools
- Easy to Use

★ Email / Mail Merge

- Correspondence Tracking
- Integrated with MS Word and Email

★ System Administration

- Complete Audit Trails and Backup
- User Access Defined to Field Level

Key Benefits

- ★ Most Powerful Housing & Conference Solution
- ★ Easy to Learn and Use
- ★ Built-In Report Generator
- ★ Comprehensive On-Site Implementation
- ★ World Class Support and Services
- ★ Strong User Community
- ★ Adaptable to Your Unique Business Needs

Best-in-Class Modular Solutions

StarNet offers the best-in-class add-on modules to address key functional areas and empower your institution with the highest level of efficiency, accuracy, and quality of service.

- ★ **Judicial & Incidents** - Web access, Clery & Statistical Reporting
- ★ **Conference & Events** - Group & Individual Bookings
- ★ **Maintenance, Inventory & Keys** - Conditions & Job Logging
- ★ **Web & Mobile Device Support** - Web, PDAs, Wireless Devices

Customisable To Your Business Rules

StarNet offers maximum flexibility in adapting to your business rules and workflow, timing of deployment and roll-out, and evolving as your institution grows and needs change. We work with your team to understand your business rules and workflow for inclusion in the system. We employ the strongest subject matter experts in the business enabling you to leverage the best practices from institutions worldwide.

Integration with Campus Systems

- ★ **Campus Systems** - Banner, PeopleSoft, SAP, Datatel
- ★ **Dining, Access & Control** - Blackboard, Onity, VingCard, Saflok
- ★ **Single Sign-On Security Access** - LDAP & Active Directory
- ★ **Online Card Payments** - eGate, Comweb, PayPal, Dialect, Verisign

All-Inclusive Implementation

Implementation is planned and completed at a pace that fits your timeline. StarNet works with you to ensure successful installation including: integration, data conversion, onsite training, subject matter consulting, and onsite go-live assistance.

We are with you every step of the way to ensure a fully integrated and successful go-live.

Contact Us

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