

At a Glance

Key Challenges

- ★ Improve current service level to students and decrease help desk calls by providing them with an easy-to-use online self-service application process.
- ★ Empower staff to make updates to the online system on the fly.
- ★ Find a reliable full-featured online student self-service solution that can evolve and scale as processes and needs change.
- ★ Improve existing reporting, accounting, and PeopleSoft integration capabilities.

StarRez Solutions & Services

- ★ Base Housing & Web Portal Solutions.
- ★ Online Accounts, Payment Processing, Contract Signature, Lottery Management, and Electronic Swipe Card Checkin.
- ★ Conference & Events Modules.
- ★ Integration of PeopleSoft demographic and financials.

Key Results

- ★ Implemented a comprehensive online self-service solution creating an almost paperless application and reservations system.
- ★ Provided seamless integration with a wide range of campus systems including campus admissions, financial, and dining and security access systems.
- ★ Staff can now make web updates as needed, posting notices at will, and tailoring information to the application time line.
- ★ Drastically improved the accounting capabilities and reporting processes with StarRez's built-in tools.
- ★ Provided staff the ability to adapt their processes by modifying room inventory and assigning room characteristics.
- ★ Improved service levels to students and dramatically reduced help desk support inquiries.
- ★ Significantly reduced administrative time required for the application process.

The University of Utah Salt Lake City, Utah

Details

Through the use of the web and the StarRez Web Portal, the University of Utah has enabled residents to complete their entire application process online including: room selection, roommate selection, and lottery functions, deposit payment, and contract signature.

The StarRez system has not only improved the service level to students, but also reduced administrative burden. The staff is now empowered to make updates to the system, generate reports at will, and focus more on key strategic housing issues. Utah's new online process virtually eliminated the need for paper files on most residents, and drastically reduced requests for room changes due to roommate conflicts. The staff can easily update web content, update room configurations, create and run reports, and efficiently manage lottery functions.

Founded in 1850, The University of Utah was on the world stage as host of the 2002 Winter Olympic Games. The University built 19 new residence halls and apartments to serve as the Athletes Village. After the games were over, student residents moved permanently to these new facilities and the former halls were closed. Housing & Residential Education now has over 2,200 residents including a wide range of family and living learning community options.

The StarRez Web Portal was configured to reflect Utah's unique business rules and application workflow. For example, students with financial holds are not allowed to apply for housing until their accounts are current. Additionally, family and graduate applicants can be added to the database prior to being admitted to the University to reflect Utah's unique process.



Using StarRez's built-in accounting and reporting tools, Utah's housing staff now has powerful accounting and reporting capabilities including the complete integration with their PeopleSoft campus system. Staff can create and customize reports using the StarRez internal report generator at will without the need for complex third party software or advanced technical knowledge.

“StarRez has enabled us to improve resident service levels by providing a full-featured, online self-service solution for our current and incoming residents, as well as innovative management and reporting tools for our staff. StarRez continues to exceed our expectations both as a software solution provider and as a strategic partner.”

Michael Walker
IT Manager, Housing & Residential Education
The University of Utah

As Utah's needs change, StarRez adapts with those changes. Utah's residents and staff love the new capabilities of their online process and StarRez administrative capabilities. Students have found the system intuitive, easy to navigate, and support calls to their help desk have dramatically decreased.

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

Contact Us

StarRez, Inc.
5340 S. Quebec Street, Ste. 250-S
Greenwood Village, CO 80111
Tel: +1 303 996 6022 sales@starrez.com www.starrez.com

