

Focus - Improving Housing Operations with Mobile Devices

At a Glance

Key Challenges

- ★ Improve the efficiency, accuracy, and timeliness of Room Inventory and Room Maintenance request processes.
- ★ Allow students to accept/confirm room conditions online.
- ★ Consolidate online assignments, maintenance, and inventory functions into one integrated application.

StarRez Solutions & Services

- ★ StarRez Base Housing & StarRez Web Portal Solutions.
- ★ StarRez Web-based and Mobile Maintenance, Inventory, and Directory Modules.
- ★ StarRez Judicial and Incidents Modules.
- ★ Integration of StarRez and SunGard Banner.

Key Results

- ★ Revolutionized MSU's Room Inventory inspections and student acceptance process.
- ★ Automated the Room/Inventory condition report process via email and the ability to review/sign/accept reports online.
- ★ Eliminated the need for paper forms of room and inventory conditions acceptance, eliminated double entry of data, and streamlined the entire process.
- ★ Enabled hall staff to create and submit Room Maintenance work requests while making duty rounds.
- ★ Allowed staff to access resident contact, assignment, and emergency/medical information via mobile handheld devices.

Mississippi State University Starkville, Mississippi

Details

Through the use of mobile handheld devices (PDAs) and StarRez housing software solutions, Mississippi State (MSU) has revolutionized their Room Inventory and Room Maintenance request processes. Maintenance and hall staff can now conduct Room Inventory inspections using handheld mobile devices, submit Room Maintenance work orders, log room Room Inventory conditions, and then have students accept/confirm Room Inventory conditions online.

Located near the lush woodlands of Starkville, MS, MSU has an enrollment of around 16,000 students distributed between two campuses. Approximately 3,300 students live on campus among 12 residence halls and 2 apartment complexes.

MSU recently went live with the StarRez Mobile Inventory, Maintenance, and Directory solution. MSU has initially deployed the StarRez Mobile solution on 18 handheld mobile devices. Mobile devices deployed include: HP's h5550 and hx4700, in addition to Symbol's MC3000 Enterprise Handheld.



Prior to implementing the StarRez Mobile Inventory and Maintenance solution, MSU's hall staff used paper Room Inventory Form (RIF) to physically inspect each room. Upon arrival, residents would verify the conditions as listed in the RIF, sign, and return to his/her RA. At check-out, the RA would physically inspect the room with the resident and note the "ending" conditions on the RIF.



With the implementation of StarRez, RAs are now able to create work requests on their mobile handheld device while making duty rounds. This eliminates the process of making a list, then submitting it separately online, then having the maintenance staff print this list, write updates, and then update the list again manually.

"StarRez enabled us to not only automate our old paper-based housing processes, but also allowed us to implement cutting-edge technologies to gain efficiencies, reduce costs, and improve our resident service level. The flexibility to interface with StarRez via the Web, PDA, or client allows us to choose the best technology delivery solution for our business need."

Mike Green
Associate Director for Administrative Operations
Department of Housing and Residence Life
Mississippi State University

MSU's residents love the new process as it automates the old paper-based manual RIF process online. Online room/inventory conditions reports are automatically created and emailed to the resident. The resident views/signs/accepts the room conditions online. Then the resident and MSU's Central Housing Administration are emailed a confirmation.

MSU plans to expand its use of the StarRez Mobile Inventory and Maintenance solution with the addition of 15-20 additional handheld devices over the next 12 to 18 months. The goal is to have one additional handheld device for each building and one handheld device for each of MSU's maintenance staff.

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.



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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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