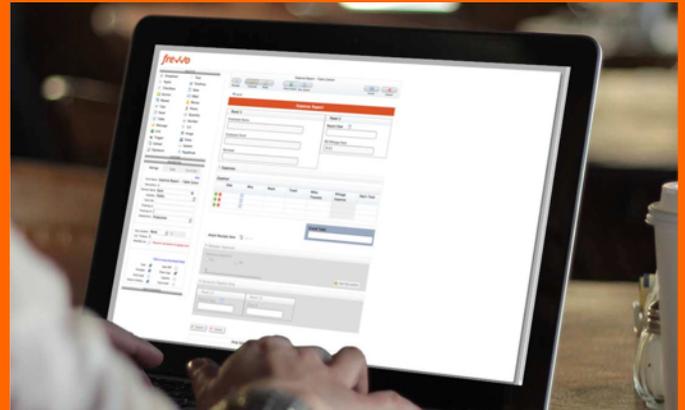


Syracuse FYTP improves productivity and orientation services with paperless e-forms

The Office of First Year and Transfer Programs (FYTP) at SU helps new students navigate the challenging first few months on campus. Students must download, print and fill out paper forms to access many services FYTP provides.

By using Live Forms to quickly create electronic forms, FYTP has streamlined the process for new students who already have plenty to think about. The solution minimizes the impact on expensive ITS resources and simultaneously reduces and simplifies manual data processing.



Customer Profile: Founded in 1870, Syracuse University (SU) is internationally recognized for the quality of its programs as being one of the best in the United States.

Business Situation: The Office of First Year and Transfer Programs (FYTP) at Syracuse University helps new students find and gain access to services such as Healthcare Enrollment, Accommodations, Disability Services, Tutoring etc.

Many of these services require overwhelmed students to download, print and manually fill out paper forms and remember to hand-deliver/fax them in. FYTP staff processed forms that were often unreadable or contained errors.

Solution Summary: By choosing frevvo Live Forms non-technical users have replaced dozens of paper forms with electronic versions without unduly straining expensive ITS resources.

Benefits:

- frevvo's Forms Designer is easy to use by non-programmers dramatically reducing demands on scarce ITS staff.
- The forms enforce data validation, required fields and skip logic thereby eliminating errors.
- FYTP manual processing is dramatically reduced and simplified.

Results: In a time of reduced budgets, FYTP is able to deliver online forms on demand at dramatically reduced cost while simultaneously reducing the burden on new students who already have enough on their minds.

SYRACUSE UNIVERSITY

"First year students already have a lot to deal with. With online forms, they have one less thing to remember to do. And, we can put up these forms in no time with Live Forms."

James Bort, Technical Lead, Online Platforms Services & Support