

Syracuse University Information and Technology Services (ITS) streamlines Food Services surveys using Live Forms

The Office of Food Services at Syracuse University wanted to create monthly surveys about their nutritional and other programs.

However, students didn't fill out paper comments cards and ITS developer resources were scarce and expensive.

Using Live Forms, business users are creating their own surveys, students are filling them out electronically and the results are downloaded to Microsoft Excel with minimal impact on ITS.



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 Food Services at Syracuse University wanted to create monthly surveys to collect feedback about nutritional and other programs that they had recently implemented.

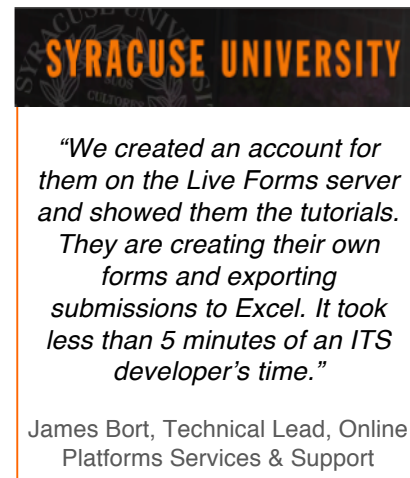
However, students often did not fill out paper comments cards and SU's Information Technology and Services (ITS) department did not want to use expensive developers to program the forms, collect the results in a database and provide access in a user-friendly manner.

Solution Summary: By choosing frevvo Live Forms business users in Food Services create their own forms and simply download their submissions to Microsoft Excel.

Benefits:

- Business users like the fact that they don't have to rely on ITS to create simple surveys and can easily create them on demand.
- ITS likes the fact that expensive developers can be deployed in areas where they provide the most value.
- Students can fill out the surveys anytime, anywhere increasing participation.
- Built-in MS Excel export allows business users to easily access results.

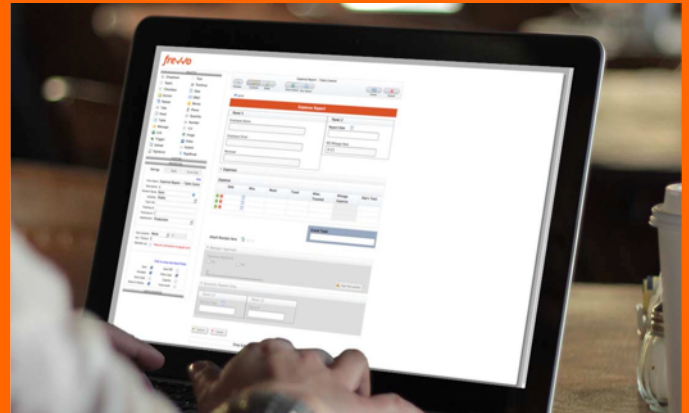
Results: The simple fact that business users can create their own forms and crucially, download submissions to Excel saves enough ITS resources to provide a positive ROI on SU's investment in frevvo.



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