

## 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.

