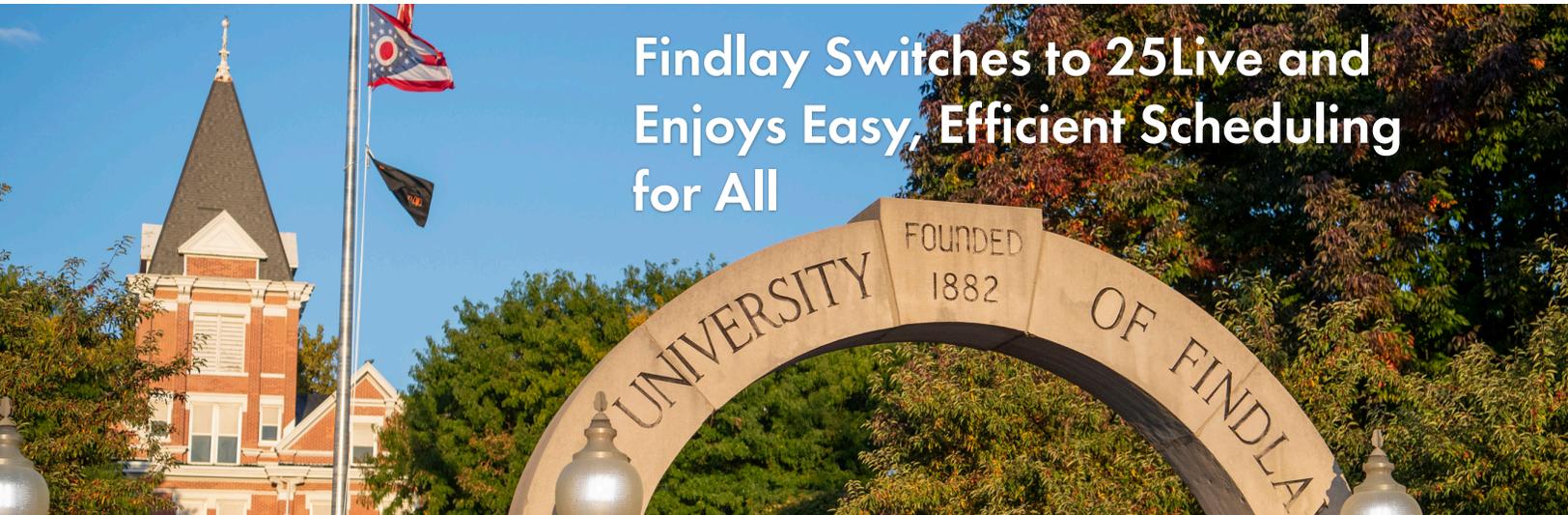


Findlay Switches to 25Live and Enjoys Easy, Efficient Scheduling for All



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University of Findlay

Findlay, Ohio

Products:

25Live® Integrated Academic and Event Scheduling System

Why 25Live?

Superior functionality: “The competitors we checked out didn’t have nearly the features we got with 25Live – it’s everything we were looking for and more.” – Beverly Roth, Director of Facilities Scheduling and Events, University of Findlay

Benefits

- Superior user experience for students and administrators
- Seamless integration with Workday SIS
- Robust resource management
- Outstanding customer service



University of Findlay®

The Challenge

Prior to switching to 25Live, the University of Findlay had been using an EMS scheduling product. Limitations in the software frequently led to delays and frustration, primarily because the room request and approval processes operated on separate versions. Students and

faculty searched and requested rooms via a web-based tool while scheduling administrators viewed availability on a desk-top version. The two-day difference in data between versions meant the scheduling office often spent hours dealing with frustrated requesters. According to Beverly Roth, Director of Facilities Scheduling and Events, “We had students, faculty, and staff calling or coming into the office for help with scheduling because they found the system too difficult to use.”

When the office discovered their EMS system could not integrate with their new Workday SIS, the decision was clear that a new solution was imperative. “We had about 1200 courses per semester, with thousands of classes and meeting times to schedule,” Ms. Roth recalled. “None of that could be automatically imported from our SIS. We had to run reports and manually input the data and then go back in to make changes. To make matters worse, the customer service at EMS was not responsive.”

The Solution

Findlay’s Facilities Scheduling and Events office compared several alternative scheduling systems including CollegeNET’s 25Live. “We found that 25Live had everything we were looking for and more,” Ms. Roth said. Compared to the others, “...we saw that 25Live was more robust overall: it puts everyone on the same version; all resources are available in one location; and all users can easily view availability and reserve space

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and resources. We also saw that the system integrates with our SIS, so all data transfers are automatic and fast.”

The Results

“Implementation was very thorough. We were in very capable hands with the CollegeNET technical team,” Ms. Roth reported. “And, of course, there’s the smooth integration with Workday. All data updates are automatic and fast. Information is current within minutes, so we don’t have to think about administrative fixes anymore.”

Students, faculty, and administrators tell Ms. Roth that the 25Live system is very user friendly. “It’s awesome how any of them can go in and easily see available locations, reserve space, find everything they need,” Ms. Roth said.

The 25Live Search tool is another unexpected benefit, according to Ms. Roth. “We use the Search option frequently. I love that I can customize and save searches for individual departments. Being able to choose tentative events, resources and locations is fantastic. And I have so much flexibility: I can see a detailed inventory for each space and easily remove or add resources as needed.

“I have to add that CollegeNET’s customer service has been great,” Ms. Roth said. “We’ve had fantastic response times from Customer Service, although we really haven’t had much need to contact them.”

Conclusion

Since switching its scheduling system to 25Live, the University of Findlay now enjoys seamless integration with its SIS; super-fast data updates; flexible, user-friendly room search and request processes; and robust

About the University of Findlay

Established in 1882, the University of Findlay is a private, residential, liberal arts university, known for excellence in science, health professions, animal science, education and business programs. With a student body of 3,500+ students, the University offers more than 86 undergraduate majors leading to bachelor’s degrees, 10 master’s degree programs, and five doctoral degrees. Findlay has earned top rankings in the US News and World Report’s annual survey of “America’s Best Colleges” for 18 consecutive years.

resource management tools. And the Scheduling office staff are now looking forward to implementing their automated calendar publisher – another time-saving feature of 25Live.

“We just love this software.” – Beverly Roth

Want to Know More?

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