Western Wyoming Eliminates Scheduling Hassles for Registrar's Office

25Live Web-based System Lets Users Manage All Their Event Details

Inside

Western Wyoming Community College

Rock Springs, Wyoming

Products:

25Live® Class and Event Scheduling, Calendar Publishing

Why 25Live?

"25Live enables our users to directly input exactly what they need for their events, whether it's a specific resource or a setup requirement…They can now see what is necessary to communicate the details of an event, which greatly reduces our need to seek out additional information."

– Britney Lewis, Welcome and Facility Scheduling Assistant at Western Wyoming Community College

The Savings:

Administrative time – 25Live scheduling greatly reduces administrative follow-up. "The process that used to require my sending six or more emails to get details for each event is now accomplished with just one task in 25Live. And it's done by the user, instead of me."

– Britney Lewis

Business Profile

Western Wyoming Community College serves a 29,000 square-mile area including Sweetwater, Carbon, Sublette, Lincoln and Uinta counties. The fifth of seven community colleges in Wyoming, the school was established in 1959 with five full-time faculty and 40 students enrolled for college credit courses. By 2016 total enrollment in credit, non-credit and extension programs reached

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nearly 6,000. Today Western Wyoming awards a broad range of certificates and degrees, including Associate degrees in Arts, Fine Arts, Nursing, Science and Applied Science.

Western serves as a member of the economic development team for southwest Wyoming by building a skilled workforce for its business and industry partners. Western's Outreach offices offer extended educational opportunities throughout the region toward certificates and degrees, as well as early college programs for high school students. The school's After Hours Program is designed to assist part-time students in their efforts to complete their degree as quickly as possible.

In 2015 Western Wyoming Community College was ranked sixth in the nation on the BestColleges.com list of top 50 two-year schools for online degree programs.

The Challenge

Prior to implementing 25Live, Western's Registrar's office manually created every event, including scheduling space and requested resources, for all campus and community event coordinators. According to Britney Lewis, Welcome and Facility Scheduling Assistant for Western, processing email requests for event scheduling was extremely time consuming. She built each event, often spending several hours cleaning up data and sending half a dozen follow-up emails just to get all the information needed from a single requester. Finding time for her other duties became increasingly challenging.

And then there was the problem of decentralized scheduling: numerous spaces on campus, such as the video conferencing room, were on separate calendars. Some conference rooms were scheduled through the President's office. There was no master calendar view of campus events, and no accurate way to allocate limited resources.

The Solution

Western's Registrar's office wanted to switch to an internet-based system that would allow them to centralize campus event scheduling, enable users to schedule and manage their own events and reduce administrative oversight. 25Live provided all of these capabilities, as well as streamlined approval processes and workflow features that made event management simpler, more convenient and accurate. According to Britney, the system "provides an avenue for users to directly input the requirements of their event, whether it be a certain resource or setup requirement, and it encourages users to be more thorough and organized because they are more invested in the process. Now that I don't have to build each event, I just do a quick review to ensure adherence to policy and then approve. It saves me a tremendous amount of time. Now, I can stay ahead of my work, instead of being one step behind."

According to Kay Leum, Western Wyoming Registrar, "Having the ability to empower users and provide information to others without relying on our office to give it to them is fantastic! 25Live has removed a huge burden from our staff."

The Benefits

For administrators:

• Greatly reduced processing and approval time

• Improved user experience and satisfaction

For event requesters:

• Faster response to event requests – approval times are now same-day, instead of two to three days

• Greater control over choice of time, space and resources

For support staff:

• Convenient access to event details, such as equipment and setup, and custodial needs

For departments:

• Real-time information – athletics coaches, for example, can easily check for last-minute changes to practice schedules, team meeting locations, etc.

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