

## Customer Success Story

# Charleston Southern University Digitalizes Housing Process and Enhances Campus Experience With Jenzabar Student

## About Charleston Southern University

Charleston Southern University (CSU) houses roughly 1,300 students on campus and has a total of 3,400 students, many of which live locally and commute to campus.

[charlestonsouthern.edu](http://charlestonsouthern.edu)

## Core Challenges

- ▶ Student housing was a time-consuming, manual process.
- ▶ Students were dissatisfied with the length of time required.
- ▶ Residence life needed to go through IT to get housing data.

## Project Outcomes

- ▶ Increased number of upper classmen opting to stay on campus by 10%. This data helps administration build more accurate semester plans.
- ▶ Captured more returning students than ever before.
- ▶ Moved to a digital, online lottery system for students to select on-campus housing, allowing students to select rooms and roommate groups simultaneously.
- ▶ Improved and increased student communications, feedback, and experiences.
- ▶ Freed up staff resources.
- ▶ Empowered students to take control of the process and put the responsibility and ownership into the students' hands.



Charleston Southern University (CSU) used to have a manual housing registration process that required multiple staff resources, in-person student coordination, and paper documentation. These factors contributed to very long and manual processes from start to finish every semester, often consuming 50-60 hours of residence life staff's time each term.

The housing selection process was carried out entirely in-person. Residence life staff would set up tables in the dining hall and students were allotted designated times to visit and register for housing for the following semester. In many cases, students struggled to make it to their specific time slots and often did not have the required paperwork completed to properly enroll in housing. The entire process took roughly six weeks to complete and presented roadblocks, timing issues, and misaligned student requests.

The manual system forced CSU to set a "no-hold" policy to ensure staff could complete everything within the six-week timeframe. However, this often negatively impacted the experience for students who needed a simpler, expedited process to register for housing.

CSU recognized that it needed to streamline the housing process to stay competitive against institutions that were moving towards more digital-friendly campuses. To transform the housing system and process, CSU selected Jenzabar Student.

## Digitalized Housing Process Accelerates and Simplifies Room Selection and Management

As CSU gathered student feedback, decision-makers recognized that overcoming the struggles with manual, paper-based data collection was the biggest incentive to transform to an entirely online housing selection process. After attending JAM, Jenzabar's annual user conference, CSU residence life and IT teams learned about how Jenzabar Student's capabilities and technology would transform the campus experience for students.

CSU implemented Jenzabar Student to alleviate stress on the entire housing registration process and system, and to empower students to take control of their on-campus housing outcomes.

"Jenzabar understood our pain points and specific needs, and they created a customized program that addressed the needs of our administrative processes and our students," said Julie Alimpich, Assistant Dean for Residence Life at CSU.

Jenzabar Student helped CSU identify and understand what needed to be communicated more clearly to both students and faculty regarding the on-campus housing selection process. The biggest impact of using Jenzabar Student was increasing student satisfaction.

"It felt great to be able to listen to feedback from students and actually implement a new process that worked effectively and that our students were happy with," said Alimpich. "We got so much hands-on assistance and help from the Jenzabar team. They helped us tremendously in configuring the technology and making it simple for a group of people who had little to no experience with it."

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### Find out more

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**On a scale of 1 to 10, we're at a 10 for how much better this process is now with Jenzabar. Being able to provide flexibility to our students and staff has made all the difference.**

**Julie Alimpich**  
Assistant Dean for Residence Life  
Charleston Southern University

Jenzabar Student gives CSU residence life staff a full picture and detailed information about their students and their housing situations to better help individuals understand the room selection process. Student information, such as emergency contacts and other personal information, is more organized and accessible through the unified system. This also means information can easily be updated every year.

Students are also now more satisfied with the campus experience and are empowered to take the housing selection process into their own hands. As a result of moving to an entirely digital housing process, CSU has experienced increased housing applications from students earlier on, which contributes to improved planning efforts for the following academic year. The digital system also provides students with a more flexible process for signing up, making it a much more pleasant and seamless process.

