

Customer Success Story

Culver-Stockton College Digitalizes Room Draw With Jenzabar Student During COVID-19 Pandemic

About Culver-Stockton College

Located in Canton, Missouri, Culver-Stockton College is a private, Christian liberal arts college. Founded in 1853, Culver-Stockton College has roughly 1,100 full-time students and has been a Jenzabar client for more than 25 years. culver.edu

Core Room Draw Challenges

- ▶ Highly manual process was time-consuming and complex to manage
- ▶ Residence Life had to manually create, balance, and maintain spreadsheets
- ▶ Students lacked insight into room availability outside of their specific room selection period

Project Outcomes

- ▶ Jenzabar One digitalized the entire room draw process
- ▶ Significantly reduced the time needed for the room draw process
- ▶ Residence Life were granted real-time insight into student issues and updates
- ▶ Live data granted visibility into availability and offered ability to course correct challenges before students experienced issues
- ▶ Digital system enabled greater simplicity for students and staff



Organizing a campus-wide room draw for a higher education institution can be difficult, especially for smaller organizations that have not fully digitalized the process. This was the case for Culver-Stockton College, a private liberal arts college in Missouri.

Until recently, Culver-Stockton College manually generated lottery numbers for returning students in Microsoft Excel using complex formulae that incorporated a variety of criteria, including cumulative and semester grade point averages, negative conduct issues, and other factors. The lottery numbers were printed and delivered to students' physical mailboxes. Within a three-day period, students were required to meet with Residence Life in person so they could see dorm locations, available rooms, floorplans, and more, and ultimately select their room.

Alternatively, Greek life students and incoming freshmen or transfer students used a modified version of this system that allowed them to select rooms in pre-defined areas set aside for fraternities and sororities or new students. Those selections were then delivered to Residence Life, who would manually input the data into the existing management system.

While the conventional process allowed for staff to develop relationships and answer student questions in person, the paper-based processes were time-consuming for both Culver-Stockton College's staff and students.

In 2020, the entire room draw process was disrupted due to the emergence of COVID-19, which spurred Culver-Stockton College to accelerate the digitalization of its system and upgrade from a legacy system to Jenzabar Student, a modernized, fully digital product within the Jenzabar One suite. By digitalizing the room draw process and bringing the entire operation online, Culver-Stockton College was able to empower students with more freedom in how they selected their rooms, all while granting Residence Life staff with more control over the process and more insight into student experiences.

Simplifying Room Selection for Students and Staff

With no one living on campus during the COVID-19 pandemic, Culver-Stockton College upgraded to Jenzabar One and began leveraging Jenzabar Student to digitalize the room draw system. Using Jenzabar Student, staff can automate the creation of lottery numbers and streamline the overall process. It also provides more freedom within the room selection system, allowing students and staff to set filters to easily navigate desirable buildings or view which residence halls hit certain criteria, such as if a fraternity or sorority live on a certain floor within a specific residence hall.



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Jenzabar Student empowers Culver-Stockton College staff to view updates to room assignments in real time and see room selection summaries and trends at the end of each day. Using this information, Residence Life staff can course correct potential issues and see which buildings are at or are approaching capacity. For example, staff can now remove floorplans to buildings that are filling up quickly from the system to set realistic expectations for students.



The beauty of Jenzabar Student is that it was able to accommodate to our culture and our existing business processes; it enhanced our ability to serve our students during a difficult time.

Megan Catalano
Director of Residence Life
Culver-Stockton College

Additionally, Jenzabar Student provides staff with more control over the times in which students can select their residence hall. Rather than hundreds of students meeting face-to-face with staff during a three-day window, for example, Culver-Stockton College staff could segment students into batches and spread out the room selection window. This allows staff to address individual issues more easily as they crop up, ensuring those problems remain invisible to students. The automation and simplification of room selection empowered the Culver-Stockton staff to concentrate more on students that needed a little more attention or one-on-one service. For example, if a student did not take any action, a staff member was able to be more proactive and work with the student on the root of their concern. Ultimately, Jenzabar Student enabled Culver-Stockton College to automate and simplify the room draw process without eliminating the connection and personal touch needed to serve the specific needs of its students.

