



Case Study: The University of Chicago Alumni Department

The University of Chicago Alumni Department saves time and increases efficiency with a new online registration system

Background

The University of Chicago Alumni Department (UCA) handles all alumni events on campus. These events include Alumni Weekend, Homecoming, scenic tours, send-off parties, student-based events (e.g. Hot Chocolate Social), dinners, and off-campus receptions. The department also builds and maintains the online community for their alumni members and friends as well as creates career profiles to help alumni advance their careers.

Challenge

UCA's previous system was a customized solution that couldn't do the upgrades and changes that it wanted. Plus, the department built out its Alumni Event form each year; there was no real-time reporting; and users could not extract information from the system. UCA was relying on other individuals to download reports and it was time consuming to pass reports to different individuals in each of the departments. The department needed a better way to get information quickly to its users.

Solution

UCA began to research online registration companies that could provide it with the reports it needed and with functionality that could be customized by the administrators.

UCA came across RegOnline and opened a free trial account to test out the technology. Soon after, it was discovered that the University of Chicago already had an agreement with RegOnline.

UCA scheduled a private webinar demonstration for its staff to learn the RegOnline product and make sure it could meet all the needs that the department was requesting. After a thorough demo and experimenting with the test account, UCA came to the conclusion that RegOnline was a perfect fit. Plus, since the University had a pre-existing agreement, there was less red tape to deal with and the technology could be implemented quickly.

Customer at a Glance

Customer: The University of Chicago Alumni Department

Solution: RegOnline

URL:
<http://www.uchicago.edu/alumni/>

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Ellen Perry,
Sr. Associate Director,
University of Chicago Alumni
Department

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Implementation

Once UCA's officially selected RegOnline, an onsite training was scheduled. An implementation specialist was flown out to Chicago for a face-to-face trainings, which the department preferred because it opened the lines of communication and sped up the learning curve. The amount of time and effort it took to coordinate the onsite training was worth it to UCA because users could ask all of their questions and get specific answers right then and there.

Within a few days, UCA's first event form was completely done—the turnaround time of the build and the onsite training met every one of 'the departments expectations in a vendor.

Results

By using RegOnline, UCA has saved time running reports, has increased efficiency by getting the information to the correct people and has become more informed by having access to real-time data. The UCA staff is happy, the alumni are happy, and the new system will increase the department's attendance and involvement.

According to Ellen Perry, Sr. Associate Director for the University of Chicago Alumni Department, "The RegOnline team was efficient from all sides: sales, implementation, support, training and development. The full package is fabulous. The amount of detail that goes in to the product from all aspects of the company shows as they are always there for the customer. Any type of problem resolution happened quickly and efficiently. I'm very impressed!"