UMRA ENSURES THAT STUDENTS AT MARYWOOD RECEIVE ACCESS TO THEIR ACCOUNTS ON TIME

Marywood University is a private Catholic Liberal Arts school located in Scranton, Pennsylvania. The school has over 3,200 Undergraduate and Graduate students and a couple hundred staff, professors and other employees working at the university. The focus at Marywood is integrating an enduring liberal arts tradition and professional disciplines to create a comprehensive learning experience while rooting itself in the Catholic intellectual tradition.

Labor intensive manual process

The use of technology in the classroom to enhance learning has also been a focus at Marywood but their manual processes were creating many issues for IT and students. Each semester, the IT department was spending countless hours on manually provisioning new student accounts in each system required for their classes. Often, they would still be working on adding student accounts well into September after the semester already started, leaving students waiting on their accounts to be provisioned.

🏠 Client

Marywood University

⚙ Challenge

Marywood University needed a way to efficiently provision accounts, since their manual process was labor and time intensive and led to many account errors.

☁ Solution

UMRA was implemented to automate the account provisioning process so that accounts are created quickly and error free.

🚩 Products and Connectors

User Management Resource Administrator (UMRA)

🚩 Result

UMRA has ensured that students receive access to their accounts on time and has dramatically reduced calls to the helpdesk as students are no longer calling with account issues.

TOOLS4EVER
IDENTITY GOVERNANCE & ADMINISTRATION

"Our helpdesk would field dozens of calls per day because of long turnaround time on provisioning, but with UMRA these calls dried up. Helpdesk staff now has much more time to help students and faculty with instructional technology issues."

Anthony Spinillo
Chief Information Officer at Marywood University

The school had also recently migrated to Ellucian Colleague ERP System, which added to the IT workload. "It was an extreme time consuming, labor intensive challenge to provision portal accounts and corresponding Gmail addresses," said Anthony Spinillo, Chief Information Officer at Marywood University. Not only was provisioning the new accounts labor intensive, but the manual process often lead to frequent errors, resulting in an abundance of calls to the helpdesk and the registrar. "There would be a line outside of the registrar's office of students who had issues with their accounts," added Spinillo.

Highly recommended solution

Spinillo had seen some talk about Tools4ever on a CIO forum and how their solutions could assist with the user lifecycle and many of the account issues Marywood was having. They arranged to speak to two different schools that were using Tools4ever's User Management Resource Administrator (UMRA) to learn about their experience. Spinillo added, "After these discussions we were convinced to pursue the implementation."

Marywood began their implementation shortly thereafter and worked closely with Tools4ever to implement UMRA into their environment. "The tech people we worked with were extremely helpful and the solution was launched in fairly short order," stated Spinillo.

Fully automated process

With UMRA, the account management process at Marywood is fully automated so that no manual actions are necessary. Once a student's information is added into the Ellucian student information system, all appropriate accounts are automatically provisioned, a Gmail account is created, and a password for their portal is generated. Spinillo added, "The registrars' office saw a significant decrease in student complaints due to portal and email accounts actually being ready on time for semester start." With UMRA, Marywood can quickly and easily provision, change, or de-provision student accounts in minutes rather than days. Any change made in the SIS is picked up by UMRA and the change is automatically made in the appropriate connected systems.

Marywood also recouped substantial time using UMRA which can now be used to pursue other projects. "Our helpdesk would field dozens of calls per day because of long turnaround time on provisioning, but with UMRA these calls dried up. Helpdesk staff now has much more time to help students and faculty with instructional technology issues," added Spinillo.

Marywood University also plans to implement Tools4evers Self Service Reset Password Manager in the near future. SSRPM will allow students and staff to easily and securely reset their own passwords without needing to contact the helpdesk. This will free up even more time for helpdesk employees and allow for students to be more productive.