University of Hartford Sails Through the COVID Storm Using 25Live

Flexible, responsive scheduling tools help keep facilities open and students safe

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University of Hartford

Hartford, Connecticut
www.hartford.edu

Products:
25Live® Academic and Event Scheduling System

Why 25Live?
"I'm an administrator who needs to get the most possible use out of scheduling software, so it's important to have responsiveness and new functionality, especially during times like this pandemic we're experiencing. There's no other software that can do what 25Live has done for us, even during non-COVID times. And it's so much more user friendly."
 – Leonard Bretton, Facilities Manager and 25Live Administrator, University of Hartford

The Savings:
Time – "25Live saves us weeks of time in scheduling hours. No way one person could have processed those 30,000 plus room requests!" – Leonard Bretton

UNIVERSITY OF HARTFORD

The Challenge

During the early days of the COVID-19 pandemic, University of Hartford schedulers relied on the entire suite of *Series25®* scheduling tools to offer remote and hybrid classes. Thanks to the super-fast Series25 LYNX SIS interface, schedulers were able to easily respond to sudden and constant changes, knowing their data was current. Later, however, as the University prepared to welcome all students back to campus, new challenges emerged. Masking and other safety precautions made in-person lectures manageable, but how would theater, music, and dance practice rooms operate safely? According to Facilities Manager Leonard Bretton, at the beginning of fall term, 400 students needed to reserve practice rooms. "We had to schedule blackout times to run an air purge between practices," Bretton explains. "Before COVID, practice rooms were open; students would just walk in and use them. But now we needed to tightly control occupancy and duration to keep everyone safe." It was clear that the old method of first-come-first-served was no longer an option.

The Solution

"25Live saved us," says Mr. Bretton. By implementing 25Live Express Scheduling for room reservations, the school was able to assign each student an account and allow them to request a practice room and time online. Scheduling administrators can now build in the blackout times in advance; they're using the system's Availability Grid to generate reports that help Campus Facilities accurately program the HVAC system; and, in the event a Hartford student

tests positive for COVID-19, reservation records can reveal whether and when the student used a practice room, thus mitigating potential spread of the virus.

The Results

Between September 1 and May 16, students placed over 32,000 practice room reservations through 25Live Express Scheduling. Since all scheduling was done online, personal contact has been virtually eliminated. Schedulers can adjust room use durations to allow for cleaning and air purification. The online reservation process encourages students to plan ahead and act more responsibly. It also makes student access to rooms much more equitable. The experience has been overwhelmingly positive for students and administrators, saving everyone time and frustration. According to one student, "The whole 25Live system works so well. I honestly love scheduling a practice room for a specific time instead of guessing whether a room will be available or not." And the university saved weeks of administrative time while implementing important safety measures.

Conclusion

"There's no way I would have been able to do this with any other software," says Bretton. "The responsiveness of CollegeNET staff during the pandemic and the turnaround time of new functionality has blown my mind. I send a request on Monday, I have it on Tuesday afternoon. It has been amazing to watch. I'm an administrator who needs to get the most possible use out of the software. So, it's important to have responsiveness and new functionality. 25Live is the best scheduling software out there."

Scheduling Beyond COVID

Now that Hartford is back to all on-campus instruction (with masking and vaccine requirements in place), the University has implemented 25Live Express Scheduling for safe in-person room reservations. QR codes at room entrances enable students to view

University Profile

The University of Hartford is a four-year private university with degree programs spanning the arts, humanities, business, engineering and technology, education, and health professions. The 350-acre campus serves approximately 4,600 undergraduate and 2,000 graduate students. It offers 97 undergraduate majors and 64 graduate-level degree programs. Spread across seven dynamic schools and colleges, the University of Hartford has been guiding the purpose and passion of students for over six decades and is focused on advancing the public good through meaningful connections within its communities.

current availability for that room and book a time on the spot. In addition to reserving rooms, students can also use 25Live to sign up to participate in campus activities and community service directly though the school's online calendar. And, 25Live has proven so successful in room and event scheduling at Hartford, the system is now being deployed campus wide, including Catering, Public Safety, and Facilities Management.

Want to Learn More?

To discuss the many ways CollegeNET's products can save you time and money, and improve efficiency for your school, contact sales@collegenet.com.

Find out more!

Visit **www.collegenet.com** or contact us at 503.973.5200 or at sales@collegenet.com

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