TeamDynamix

RESIDENTIAL LIFE

WORK MANAGEMENT

> " At WSU there are now 14 different groups using the single platform for service management and we are just beginning. The one portal is flexible and allows for customization needed."
>
> - Anita Barrett, ITS Director of Project Management, Wichita State University."

Keeping things running smoothly so that each student can reach their full potential.

Residential Life encompasses a broad array of areas including the actual halls, hall councils, committees, and learning communities. When a new school year begins, Residential Life staff members are vital in making sure each student's on-campus experience begins on a positive note. With so many processes and procedures to follow, staff members can become overwhelmed, causing the student experience to suffer.
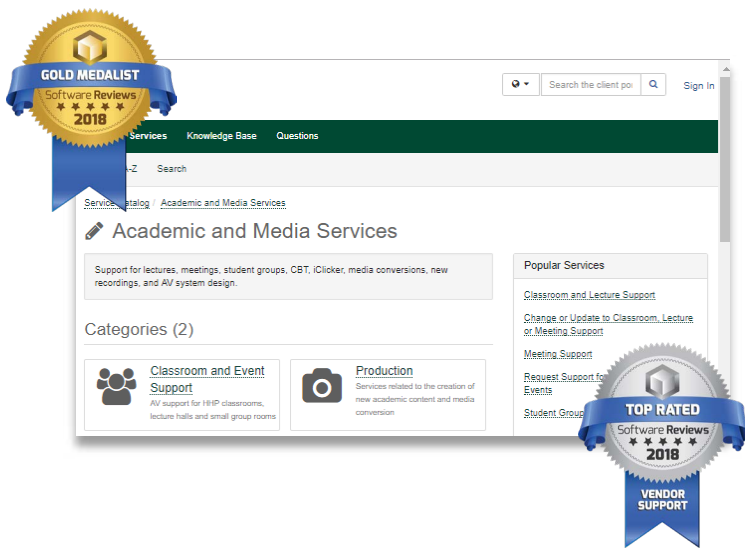
More Higher Ed institutions are turning to TeamDynamix so they can operate more efficiently throughout campus, including Residential Life. TeamDynamix Service Management includes the tools to maintain an online portal to request services and a knowledge base to promote self-service for common questions. Project Portfolio Management integration provides broader visibility and accurate planning for meetings, events, and more. **We can help you.**

One Stop Student Services

Each student will interact with multiple touchpoints - this could be IT, Financial Aid, Health Services, Media Services, and Residential Life. Having all of this information in one place and accessible through one portal will greatly improve the student experience.

Create an front-facing portal to help answer questions and facilitate request routing.

Imagine a single portal for the management of all requests – from requesting a guest pass to replacing a key fob to asking to change to a new room – one place for all requests, forms, and information.

One Stop Portal

Students, faculty, and staff will be able to select the specific service and a template will automatically appear to capture the appropriate data. Based on the type of request, the platform will automatically route the ticket and then begin to track the ticket for progress. The submitting party will be able to check back to see the status. Using a single platform that crosses over IT, Facilities and Residential Life will give you a single view and access point.

Share Information/Documents

Residential Life comes with a slew of forms, documents, and procedures which must be documented and stored in a centralized location with varying degrees of access. RAs, students, and even parents can come into one location to download files or access information.

Learning Communities

Residential Life is often associated with fostering community. Within TeamDynamix, a specific community or workgroup can be formed. Within this area, discussions, documents, and contact details can be shared, and it even includes an IM feature.
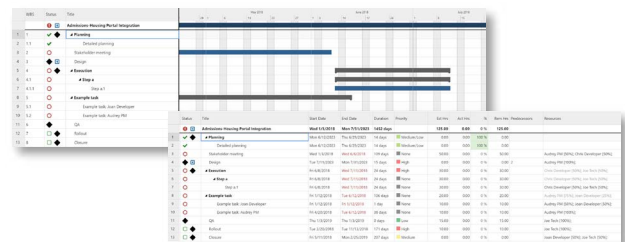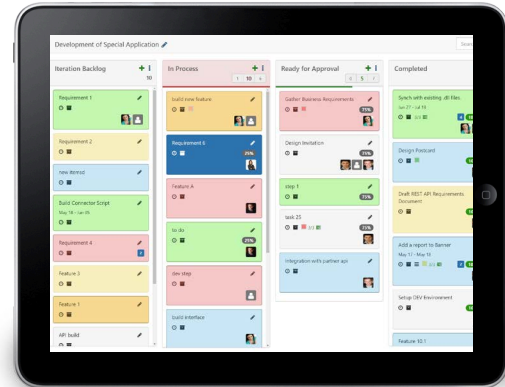

One Stop Student Services: one portal for Residential Life, IT, Facilities, and more.

Project & Service Management Together

- Easy-to-configure workflows with no coding or scripting required

- Online repository for storing and sharing documents and files

- Flexible project management with time, resource, and expense tracking

- One place for managing event planning, maintenance schedules, and upgrades

- Track projects by portfolio to view all activities across multiple departments

- One platform for both service requests and project management

- Comprehensive reporting, dashboards and analytics

Create project plans and monitor work allocations using various project methods.

TDX Technical Services can create integration points to pull/push data from underlying systems.

Track Your Departmental Output

Every department has the same issue – there are a lot of requests, and you need to be able to group these, align them to timelines and resources, and then track the progress and report the outcomes. This sounds simple right?

When you have the right platform it's easy!

- **Track the number and type of requests that you get.**

- **Prioritize and assign resources, timelines & budgets.**

- **Communicate the value of your group and your outcomes.**

- **Perform what-if analysis & resource capacity planning.**

Project Portfolio Management + Service Management

Sometimes service requests need to become projects – and projects often kick off a series of small requests. **That's why we put them together.** TeamDynamix offers Service & Project Portfolio Management together on one platform for a true work management solution.

Experienced Services Organization

The **TDX Professional Services** team offers the experience that comes with performing hundreds of implementations and trainings. We will work with you from start to finish including process consulting and ongoing support services.