

HOWARD TECHNOLOGY REAL SOLUTIONS

CUSTOMER TESTIMONIAL

Howard Technology Solutions installs self-service kiosks on campus at Baton Rouge Community College.

The Challenge:

For visitors and new students—

- *Wayfinding—Navigating college and university campuses can be confusing and intimidating*
- *Keeping wait times low—Queuing for registration and services is frustrating*
- *Budget constraints—getting the necessary technology at the right price*

The Solution:

- *Self-service kiosks with wayfinding and queue/student flow-management software services*

The Benefits:

- Shorter wait times
- Easy-to-use check-in process
- Students can easily sign in and give the reason for the visit
- Text notifications to students for appointments, including anticipated wait times
- Faster response from staffing members
- Built-in management reporting includes peak activity times and allows analysis of wait-time trends



batonrouge
COMMUNITY COLLEGE™

Customer Profile

Baton Rouge Community College is an open admissions public community college in Baton Rouge, Louisiana. Established on June 28, 1995, the college settled into a permanent location in 1998. The 60-acre campus consists of six main buildings: Governors Building, Louisiana Building, Cypress Building, Bienvenue Student Center, the Magnolia Library and Performing Arts Pavilion, and the Bonne Santé Wellness Center. The college's current enrollment is more than 7,000 students.

The Challenge

Navigating any college or university campus can be intimidating to both visitors and new students alike. Finding classes, administrative offices, and event venues can be confusing. In addition, time spent queuing for financial aid, program registration, and career services can result in long wait times and considerable frustration. Students, today, are digitally connected; they use and rely on technology in everyday life, so it makes sense for the colleges they attend to offer digital solutions to everyday challenges such as these.

The Solution

Self-service kiosk solutions for wayfinding, registration/check-in processes, and student flow management

The Benefits

Self-service kiosk solutions make it much easier for students and visitors to find their way around campus. It gives them a measure of control and helps to relieve the anxiety of being in unfamiliar territory.

The queue/student flow-management software service enables text notification of appointments, as well as anticipated

*We especially like the kiosk **Wayfinding solution**. It makes it really easy for new students and visitors to find their way around campus on their own. It saves everybody's time and seems to make new students less apprehensive.*

It was a pleasure to work with Howard. They were very professional and took time to make sure that we were comfortable using the kiosks. We look forward to working with them again.

—CIO, Ron Solomon

wait times, making it easy for students to keep track of meetings and commitments. It leaves students free to use their time for things other than standing in line—less wasted time; less frustration.

In keeping with Howard's reputation for providing quality technology that is affordable, BRCC was able to remain well within the specified budget for this project.



1998 Two Decades of Excellence 2018

Howard Kiosks

Help students and visitors get from point A to point B with Howard interactive way-finding kiosks. Howard kiosks employ premium software to ensure that campus visitors have the maps and directories they need to get where they want to go—locate entrances and exits, track down facilities and services, such as elevators, restrooms, and exhibits. Self-service kiosks also help to ease check-in processes and identify peak activity times to ensure appropriate staffing.

Howard's reputation for outstanding customer service is one thing that sets us apart. We have the technical expertise in both hardware and software self-service solutions to provide your school with sustainable service and support, now and in years to come.



Software Advantages

- Intuitive touchscreen interface with a focus on student and visitor self-service functions
- Safe and secure unattended operation with advanced security features to prevent access to the operating system, network, or unauthorized Internet sites
- Large, easy-to-read display with polarizing filter for maximum privacy
- Supports 24/7 remote monitoring for trouble-free operation and maximum uptime
- Monitors kiosk usage with built-in logging capability and optimizes self-service functions using powerful, web-based reporting and analytical tools
- Scalable and flexible interface that accommodates updates and changes easily as needs evolve

"The staff enjoy the ease of use and functionality of the QueueKiosk software, and they like the built-in reporting features that enable them to hone in on peak activity times to ensure they're adequately staffed. And students appreciate the easy kiosk check-in process that includes text notification when a staff member is ready to see them."

*John Warren
BRCC IT project manager*



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