

DePaul's Relationship with RMS Growing Stronger

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Here at DePaul, we have been using RMS for nearly five years now. During that time, our relationship with the company and individuals working at RMS has really strengthened. RMS is working so well for our Housing department and a great deal of this functionality is due to the quality service we receive from developers, technicians addressing work orders and excellent trainers who have come to Chicago to work with both new and existing staff.

I am writing this article to talk about a specific interaction I recently had with RMS and specifically one of the trainers. Phil James came to our institution a few months back and while going through one of the modules, I asked about other uses that this module might be good for. We were speaking about the Incidents Module and I was trying to ascertain how I might use this as more of a contact log rather than a judicial feature. Phil deviated from his regular topic for that time and gave me a very comprehensive overview of the entire module. He asked a lot of great questions of how I wanted to use it and showed me ways I could incorporate my needs into this module. What Phil doesn't know is that I had been searching for almost a year for a way to log parent and student interactions and had never even thought about or considered RMS or the Incidents Module as a possible solution.

Not only did Phil help me during that training session, but he followed up with me again before he left Chicago. He also told me that he used the Incidents module for a similar purpose when he still worked in housing. He mentioned that he even still had his customized list of user defined fields and offered to send it to me from his archives once he returned to Raleigh. Phil kept his word and within a week I had the list he used at his previous institution.

At DePaul, we are now using the Incidents Module as a contact log and its going great. I am writing this not only to publicly thank and recognize Phil, but also to illustrate the commitment to service I feel RMS is portraying to their customers. DePaul had a rocky start with RMS but as I stated earlier, our relationship has improved greatly. I have a lot of respect for this company and the people that work there. You all are doing a great job. Keep up the good work!

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