

Online Student Services at Idaho State University

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Executive Summary

Idaho State University's new ERP system has dramatically improved the services provided for our 15,000 students. Examples include a reduction of the wait time for registration from 6-8 hours down to zero and the reduction of the wait time to pay fees in person from 2-4 hours down to zero for online fee payment. There are no queues in the new system!! These improved services have removed significant barriers to education that frustrated many of our citizens as they pursued their educational goals. All of the services provided for students in the ERP system are collected together in an easy-to-use portal called BengalWeb. They are available via a single log-in to the portal. By replacing previously manual processes with online services, the university has also freed more than 1,500 hours of staff time per year to provide improved personal service to students. This new system has significantly improved access to educational services provided to anyone in Idaho who wishes to pursue their educational goals at Idaho State University.