

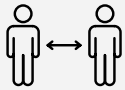


# ALABAMA A&M UNIVERSITY ADOPTS IOT TECHNOLOGY TO IMPROVE STUDENT SATISFACTION

## CHALLENGES

AAMU had a host of challenges accommodating students during the pandemic.

### SPACE UTILIZATION AND SOCIAL DISTANCING



- 50% Student Population remained on campus for the 2021 academic year
- Shifted to online learning
- Back to full capacity 2022 academic year, with expectations of commensurate services

### LABOR SHORTAGES



- Workforce was depleted (multiple part time and full-time positions open)
- Daily disruption in services from staff illness
- Tasked with providing adequate service with limited resource

### GROWING EXPECTATIONS



- Return to full capacity included expectations of commensurate services
- Parents expect creation of a safe environment and worthwhile campus experience
- Board of Trustees seeking real-time feedback on operation

AAMU needed an elevated level of insight into their operations. This insight would need to inform operational decisions that met expected service delivery expectations despite limited staffing resources.



## QUICK STATS

DATE PARTNERED: 2010

STUDENT POPULATION:  
6,000 + students

STUDENT POPULATION IN HOUSING:  
3,200 students

SERVICES PROVIDED:  
Custodial, Maintenance & Grounds

AIWX COVERAGE:  
• 53 Smart Restrooms  
• 29 Space Utilization  
• 11 Campus Buildings



# SOLUTIONS

AIWX™ Connect delivers a suite of business intelligence to drive efficiencies, improve planning and enhance customer service for a safer workplace. It combines the power of cutting-edge sensor technology with Aramark's operational expertise.



AIWX enables Facilities Managers to understand exactly when and where services are needed, to achieve these key benefits:

- **Replace** manual processes and reduce human error
- **Safeguard** service conditions
- **Reduce** service response time
- **Decrease** energy utilization
- **Increase** occupant satisfaction
- **Prevent** issues before they even arise

AAMU initially adopted the Aramark AIWX platform to monitor restrooms, spaces requiring the most intense levels of cleaning and the source of the most customer complaints.

Through remote monitoring, the University gains real-time insights into how space and facilities were being used. This system uses sensor-based technology to remotely monitor spaces and to capture student satisfaction feedback. Data shows that not every space is used or may need service. By understanding when and where space is utilized, Aramark is able to deploy resources where they are most needed.

Additionally, Customer Feedback units were installed in restrooms, allowed for users to provide immediate feedback as to the condition of space, availability of products, or other issue that could inhibit a pleasant experience. Instantaneous feedback allows Aramark to immediately rectify issues before they negatively impact the experience of other users.

## RESULTS

The AIWX program has positively impacted the Residential Life program and the experience to students. AIWX has enabled faster response times to issues and complaints. It has enabled better allocation of limited staffing and delivered services where attention is most needed. The ability to remotely monitor space also prevents smaller issues from becoming big problems with expensive corrective actions.

Additionally, a student satisfaction survey conducted by Residence Life revealed that 45% of residential students agreed or strongly agreed that the state of residence halls had improved after the implementation of AIWX.

Real-time notifications via QR code and/or push-button requests remove students time and effort in requesting service and prevents issues from becoming catastrophes. At AAMU, several real-time alerts to a water leak revealed a broken shower head that was able to be resolved within minutes. Reliance on traditional methods of feedback may have resulted in much longer resolution time, damage to the restroom space and cost associated.

The AIWX platform now covers 8 residence halls and includes over 135 sensors.

From Jan '22 to Apr '22, students reported a **29% increase** in the quality of restroom cleaning.

