

20 YEARS AT CHAPMAN FILM SCHOOL

20 Years in Focus: A Look Back at Webcheckout's Role at Chapman University's Film School.

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Case Study: 20 Years of Excellence with WebCheckout Equipment Management Software at Chapman Film School

Client Overview:

The Dodge College of Film & Media Arts at Chapman University (Chapman) is a pioneering institution in the world of filmmaking with a rich history of educating the next generation of filmmakers. For two decades, Chapman has trusted WebCheckout to support their mission of providing students with cutting-edge resources and hands-on learning experiences.

The Challenge:

Twenty years ago, Chapman University faced a myriad of challenges in equipment reservation and asset management:

1. **Resource Allocation:** Managing a diverse and expanding inventory of film equipment for a growing student body and faculty was a logistical nightmare.
2. **Inventory Control:** Accountability for high-value assets such as cameras, lenses, and lighting equipment was crucial to prevent loss and misuse.
3. **Administrative Overhead:** Cumbersome, paper-based processes were labor-intensive, diverting staff from more strategic responsibilities.

The Solution:

In 2003, Dodge College implemented WebCheckout to address these challenges. The software offered comprehensive solutions:

1. **Efficient Reservation System:** WebCheckout's user-friendly reservation system guided students and faculty through online booking process which reduced conflicts, provided alternatives and ensured equipment availability.
2. **Real-time Inventory Tracking:** Automated inventory management, including check-in and check-out histories, significantly reduced the risk of equipment loss and improved accountability.
3. **Streamlined Administrative Processes:** Automated workflows simplified administrative tasks such as paperwork verifications, which reduced overhead and allowed staff to focus on strategic initiatives.

Benefits After 20 Years:

Chapman has experienced an enduring impact over two decades with Nick, a long-time employee, sharing his insights:

Nick, Production Support Manager, Chapman University: "I've been with Chapman University for almost 20 years, and the last two decades with WebCheckout have truly transformed the way we operate. Before then, we were drowning in paperwork and struggling to manage equipment. WebCheckout was a lifeline."

1. **Enhanced Equipment Availability:** "We've achieved consistently high equipment availability over the years. Students and faculty can always rely on having the tools they need for their projects. It's been a game-changer."
2. **Improved Accountability:** "The software's real-time tracking has been a lifesaver. We hardly ever lose equipment now. It's like magic. And we have a clear record of who used what, when, and for how long."

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3. Data-Driven Decision-Making: “The usage data collected by WebCheckout has been invaluable. It’s helped us make informed decisions about equipment acquisition, maintenance, and staffing our resources. The turn-down report is an invaluable tool in our decision-making process. It helps us prioritize our purchases effectively and ensures we’re investing in the right equipment.”

“Our Patron Portal has been a game-changer. What’s exceptional is that we set it to only display bundles. Students can reserve entire camera packages with confidence, knowing they’ll get everything they need.”

4. Time and Cost Savings: “We used to spend hours on administrative tasks. Thanks to WebCheckout, we’ve saved both time and money. It’s given us the freedom to focus on making our program even better. One of the primary reasons we chose WebCheckout was to empower our students to make their own reservations easily. The Single Sign-On (SSO) and course integrations have been paramount in achieving this goal.”

5. High User Satisfaction: “Our Patron Portal has been a game-changer. What’s exceptional is that we set it to only display bundles. Students can reserve entire camera packages with confidence, knowing they’ll get everything they need.”

6. Adaptability: “WebCheckout has grown with us over the years. It’s adapted to our changing needs and technologies, remaining a critical part of our operations. We’ve remained loyal to WebCheckout because no other software offers features designed specifically for film schools. It’s tailor-made for our unique needs.”

Conclusion:

Chapman Film School’s remarkable 20-year partnership with WebCheckout’s equipment reservation and asset management software stands as a testament to its enduring success. The software has consistently delivered benefits in terms of equipment availability, accountability, and administrative efficiency. Nick’s perspective highlights how a long-term technology management plan can yield continuous improvements, supporting the mission of an educational institution dedicated to nurturing future filmmakers.

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