



Rivier University Chooses Sema4 COVID-19 Testing to Safely Reopen Its Campus

Situation:

Rivier is a Catholic, coeducational University with 2,200 students located in Nashua, NH. The University made plans to reopen its campus and welcome students back for the fall semester with in-person classes while keeping safety a priority amid the COVID-19 pandemic. University leaders knew that would require a careful testing regimen to give them the best chance of keeping their students healthy and remaining open for the fall semester.

Challenges:

Rivier needed accurate and reliable testing through a flexible model that would allow its leadership to maintain financial control, account for the costs of testing over time, and adapt as needed to a changing pandemic landscape.

Finding no local providers capable of meeting their needs, the Rivier team reached out beyond the Nashua area for assistance. They considered four companies, but most could not deliver the flexibility and cost-effectiveness required.

Solution:

Rivier's interactions with Sema4 went differently. "While the other providers we spoke to seemed opportunistic, the Sema4 team was responsive and flexible," says Tracy Hardy, Co-director of Student Health Services at Rivier. "Sema4 helped us come up with a great plan to keep our students safe, while also meeting our financial requirements."

The Rivier team aimed to provide on-site testing of different pools of students, faculty, and staff over time. Sema4 enabled that regimen, initially testing 800 people and subsequently testing 250 people each week on a rotating basis.



"I know a lot of campuses aren't testing. I like knowing that my campus is being proactive, and we also get our results quickly."

— Jaden Smith, sophomore at Rivier University

Results:

Already, Sema4 has conducted thousands of COVID-19 tests for the Rivier community. Tests have been run with nasopharyngeal swabs and oropharyngeal swabs, and results are reported back within 48 hours. Less than 1% of tests have been inconclusive.



Several positive cases have been identified. When test results are positive, Sema4 immediately alerts both Rivier and the Nashua Health Department through its online portal, allowing response teams to get involved right away. Rivier is also using the Sema4 Works mobile app for a streamlined digital experience that includes symptom tracking and results reporting.

"We have found that our students and staff are very comfortable signing up for the Sema4 tests, which is essential to making this testing plan work properly," says Kurt Stimeling, Vice President for Student Affairs. "We weren't sure what to expect at first, but Sema4 has been an excellent partner. We were particularly impressed when Sema4 sent an expert team to our University that first week to train our workers and ensure that everything ran smoothly as we welcomed our students and staff back to campus."

Paula Randazza, Assistant Vice President for Student Affairs, added "We are also very pleased with the customer service that we have received from Sema4. We hear back from the team almost immediately anytime we reach out to them via email or text with questions, ideas, or comments."

For more information on Sema4's COVID-19 solutions, please visit:

<https://sema4.com/covid19-testing/>