

Veterans Resource Center

Student Service

Goal Description:

To improve the quality of customer service provided to our current and prospective students.

RELATED ITEMS/ELEMENTS -----

RELATED ITEM LEVEL 1

Improve Student Service

Performance Objective Description:

We started to have students sign in and put the reason for there visit. We anticipate this will tell us more about the students, why they are visiting us and the number coming in for various reasons.

RELATED ITEM LEVEL 2

Card Swiper System

KPI Description:

This will be the baseline year for the card swiper system in our office. This system will tack the student, each time they visit and the reason for the visit. We also hope to use this system to track phone calls as well. This will allow us to know who the student has spoken with and why, which will allow us to better assist the student. Knowing the reasons for students needing help will also point out weak areas in which training is needed or consumer information updates are needed. With this new system we will run weekly and monthly reports to target areas needing immediate attention. We do not have any hard numbers at this time since this is the first year this new system will be implemented. We will use this information to set goals for the next assessment cycle.

Results Description:

Sam Houston State University decided to build a card swiper system in house instead of third party software.

Technology Enhancement

Goal Description:

To utilize Banner software features and functionality to increase efficiency and improve the Hazlewood act award process.

RELATED ITEMS/ELEMENTS -----

RELATED ITEM LEVEL 1

Paperless Processing

Performance Objective Description:

Increase efficiency by reviewing electronic documents rather than hard copies for the verification process.

RELATED ITEM LEVEL 2

Increase Number Of Files For Hazlewood Processing

KPI Description:

We are taking the steps to implement a paperless process for Hazlewood students. The paperwork at this time would still have to be filled out and printed but we will store the documents within Banner. This will also allow us to get rid of the two filing cabinets that we currently hold in our space for the Hazlewood students. Also students will now be able to turn in Hazlewood requests even if they do not have everything that is required. In the past students would submit paperwork to us that was incomplete and we would have to shred it since it was incomplete and did not have a system where would could track everything. Once the student got everything they needed they would have to resubmit all paperwork. Now they will not have to do this. This will increase efficiency, reduce delays and mistakes, and increase the number of files completed for verification. With less time needed to process paperwork, our staff will be able to spend more time personally contacting students who need to make corrections to their files.

Results Description:

We were able to complete this goal since we built an in house system where students can submit requests via the MYSAM portal.

Update to Previous Cycle's Plan for Continuous Improvement

Previous Cycle's Plan For Continuous Improvement (Do Not Modify):

We will continue to push for our department to be added to the list for the card swiper system the university has selected. We will make it a new goal to put in an work order for the new card swiper system on the new fiscal year upcoming. We will continue to streamline our Hazlewood process and try to make it as automated as possible. We were able to get rid of the two Hazlewood cabinets and scan all documents in the imaging system for the university.

Update of Progress to the Previous Cycle's PCI:

Student service and technology enhancement will always continue to be an ongoing focus. We are able to review electronic documents instead of physical paper. Because of that we are better able to serve our students and work smarter.

The enhanced communication with students has helped improved the Hazlewood and VA application process.

Customer service will always continue to be key for us. Constant training will be necessary to provide each employee within the VRC to help serve our student population.

The way ahead

Closing Summary:

We will continue to look for ways to improve our processes for the student population we serve. Also we will continue build upon teamwork for our staff through training and teambuilding events.