

## Student Service

### Goal Description

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

### Related Items/Elements

#### Reduce Student Contact During Peak Times Through Proactive Outreach Efforts

##### Performance Objective Description

The Financial Aid & Scholarships Office will see a reduced number of office visits and phone calls during peak times by proactively reaching out to students in a variety of ways.

#### Improve Efficiency of Submitting Paperwork

##### KPI Description

Currently, our forms are made available through the students' MySam portals where they can view incomplete requirements and then fax, mail or hand deliver the documents to our office. We are in the infant stages of implementing Adobe Sign to assist with students completing forms and submitting them electronically to a shared inbox.

There are concerns with being able to provide both student and parent signatures for our dependent students. This issue is being researched for a potential alternative.

If able to effectively implement this change, it would drastically cut down on paper used in the office as well as be able to more efficiently process incoming documents. There would not be a 24 delay in being able to retrieve a document from the imaging system as it would be copied over to BDMS upon receipt from the student.

##### Results Description

This is a new initiative and at this time, there are no results.

#### Improve Document Submission Accuracy/Efficiency

##### Action Description

A committee within the office is working with IT to identify a program to use for students to be able to electronically submit their paperwork. This assists in the efforts to go paperless but it also will improve submission time resulting in more timely verification and awarding.

This is a new initiative that is being researched and is in ground breaking stages for our office.

#### Proactive Outreach

##### KPI Description