SUNY Potsdam
Administrative Unit
Assessment Summary Form

Administrative Unit: *Student Administrative Services / One Stop*   *Unit Contact Name:*   *Kelly Crosbie*   *Date:*   *10.03.2022*

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PURPOSE
This annual assessment summary form provides the opportunity for units to follow-up on their previous assessment work and reports and to highlight actions taken to improve processes and/or efficiencies in functioning that lead to outcomes that benefits students, staff, or the college. These could be process changes or improvements in efficiency, skill level of staff, opportunities for the college, or other aspects over which the unit has a certain amount of control.

SECTION 1: PRIOR YEAR ASSESSMENT PLAN FOLLOW-UP
A key component of the continuous improvement assessment process is following up on prior year assessment plans and reports. Review your prior year plan and report and select one of the desired goals and outcomes to comment on any changes or improvements resulting from actions taken.

Prior Year Assessment Plan – Desired Goal and Outcome(s)
Provide high quality customer service as needed through personal, phone, and e-mail interactions.

Based on the outcomes, collected data/results, and the planned actions, please describe what specific actions were taken and the resulting impact, if any.
Provide courteous, accurate, and timely responses to all customers:
- Timely responses are being measured through TeamQ, One Stop Survey and Starfish
  - These tools have highlighted the need for 3 Service Generalists in the One Stop if we do not have support from other areas; the other areas support resulted in delays of backoff processing (alternative loans, status updates, transcript requests, add/drop, etc.)
  - Web based tools are aiding in this goal too, more information below
- Courteous and Accurate responses
  - SAS units attended 3 division-wide workshops provided by DiMarco Consulting – focuses were on customer service, leadership and conflict resolution. Feedback survey from division averaged 9 /10 each session.

Implemented One Stop (OS) Customer Service Survey:
- link on email communications and on the website under contact information to learn how we are doing in the OS.

- Results are mostly positive but negative feedback has highlighted the need for 3 Service Generalist to help with HIGH PEAK times. Negative feedback included too long to hear back via email or passed around from staff to staff to get answers. This feedback could be due in part to having people outside of the OS helping with phone coverage during peak times. Positive feedback has been indicated as OS is very helpful.

Web based tools:

- Short URLs – requesting, receiving and referencing the One Stop and Transcripts short urls have facilitated faster, easier and more efficient transactions with our visitors.
- TeamQ phone service has permitted multiple areas in SAS and individuals to help with phone coverage while on campus. The reports function of this service allows us to review from year to year. OS average phone wait time is less than 2 minutes.
- Navigate transitioned to Starfish at the beginning of the 2022-2023 cycle. This program helps with tracking visitors to OS and referring students to our services. We can see that we average 30 visits / per day during peak times and our wait times are less than 10 mins. This service also highlighted the need for 3 Service Generalist to keep up with walk ins, phones, email services and processing duties that help with enrollment needs.

SECTION 2: ADDITIONAL ASSESSMENT HIGHLIGHTS (optional)

Assessment activity can take place that is not directly tied to previously submitted plans and reports. Please use this space to share any assessment success stories from this past year. What did you assess and how? What were the results? What did you learn from it and do as a result?

- File Drop - High quality customer service includes secure customer service. Transitioning to a file drop upload and/or in-person drop to submit necessary paperwork has reduced the chance of files being lost in email communication or breach of security. It has also eliminated faxed documents using loads of ink and paper.
- Using BDM as the primary method to process and "file" paperwork is making documents accessible to multiple individuals and units across the SAS division (as appropriate).