

Simplifying Enrollment Services Information for Students

• Shari Piotrowski-Schwartz, University Registrar



Goals

- Georgia State
 University
- Improve communication and technology services for Georgestudents

 Provide user-friendly, easy access to student data and selfserve tools to students, and staff assisting students

- Increase our level of service, decrease referrals, decrease volume and decrease wait time
- Enhance data collection for data analysis and future improvements

Reorganization of Enrollment Services Center



- Full analysis of current structure and resources
 - Communication and Technology
 - Revamped queue systems for in person tickets and phone tree/queue
 - Improved communication in multiple platforms providing key information on what students normally inquiry about and provide timely announcements and messages

Reorganization of Enrollment Services Center



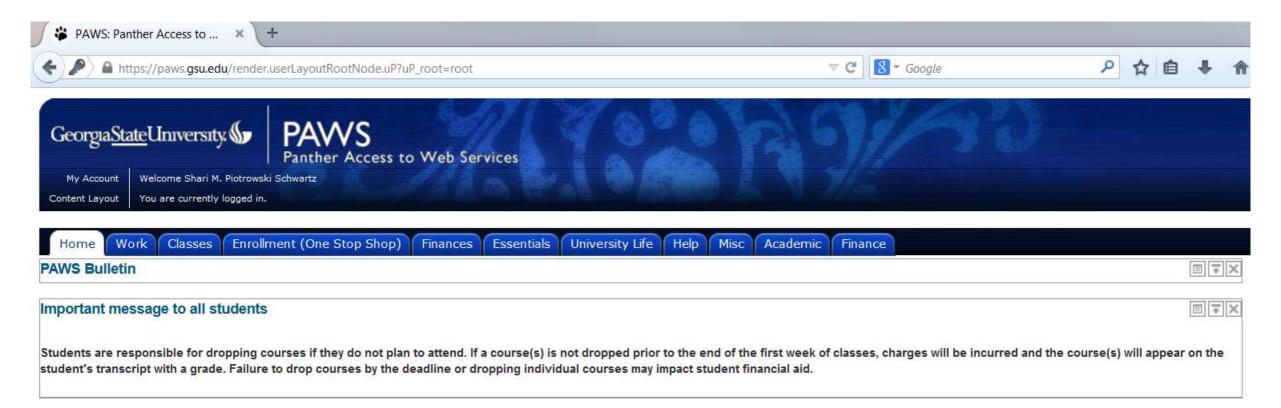
Full analysis of current structure and resources

Staff Resources

- Analyzed and revised work schedules, including auxiliary time, lunch schedules and use of former temporary staff
- Revised training schedules and method of training, with hands-on by experts in the areas and created an extensive training manual
- Created service-level agreements

Tracking and Reporting

- Implemented a means to track service for staff and student reference
- · Created enhanced reports for data analysis for continuous improvement



Dashboard Live – Home Tab



My Georgia State University Student Status			For assistance, click the icon to sign-on to Panther Answer
My Registration	My Bill		My Financial Aid
Spring Semester 2014 View Course Schedule > You have holds that will prevent you from registering for classes	Your Registration is Eligible for Drop. Payment Due Immediately.		
Action Required >	Account Balance	\$ 2679 View/Pay Account	Pending Awards Federal Direct Unsub. Stafford \$20,500.00 Action Required
Standing & GPA Student Classification MA-Masters Academic Standing WN-Warning		International Wire Payment	Accepted Awards Please review actual paid amount on your student account
Graduate GPA			by clicking <u>here.</u>
Institutional 2.30 <u>Details</u> Overall 2.30 <u>Details</u>	Tuition Classification: In State	<u>Details ></u>	
Degree(s) and Major(s) Degree:MBA-Master of Business Admin. Major: BA-Business Administration	Refund Current Preference Paper Check PantherC	Enroll in Card Refund Program >	
Advisor	Last Refund Amount		
Apply to Graduate	Sponsor Authorization/Payment	<u>Details ></u>	
	Waivers	Details >	

Dashboard Live – Enrollment Tab



Academic Records		For assistance, click the icon to sign-on to Panther Ans
My Registration	Enrolling for Courses	View Course Enrollment
Spring Semester 2014 You have holds that will prevent you from registering for classes Action Required >	New Students Incept Student Orientation Math Placement Testing Chemistry Placement Testing	View Concise Student Schedule View Course Enrollment View Final Exam Schedule
Standing & GPA Student Classification Academic Standing WN-Warning Graduate GPA Institutional 2.30 Details Overall 2.30 Details	All Students Check Registration Status and Appointments Add/Drop/Withdraw Classes Look up Classes to Add Course Descriptions Change Variable Credits Sign the Registration Agreement Buy Text Books Online	View Your Student Record View Status of Transcript Requests Final Grades Repeat to Replace History Unofficial Transcript Transfer Credit Student Evaluation of Instructor
Degree(s) and Major(s) Degree:MBA-Master of Business Admin. Major: BA-Business	Updates/Requests Student Record	Resources and How to Tutorials Academic Calendar
Administration Advisor Apply to Graduate	Change Address(es) and Phone Number(s) Change Emergency Contact Information Text me in an Emergency Transcript Ordering Site Application for Graduation Request an Enrollment Verification	University Graduate and Undergraduate Catalogs Registration Guide Registration Error Messages How to Reguest Transcript

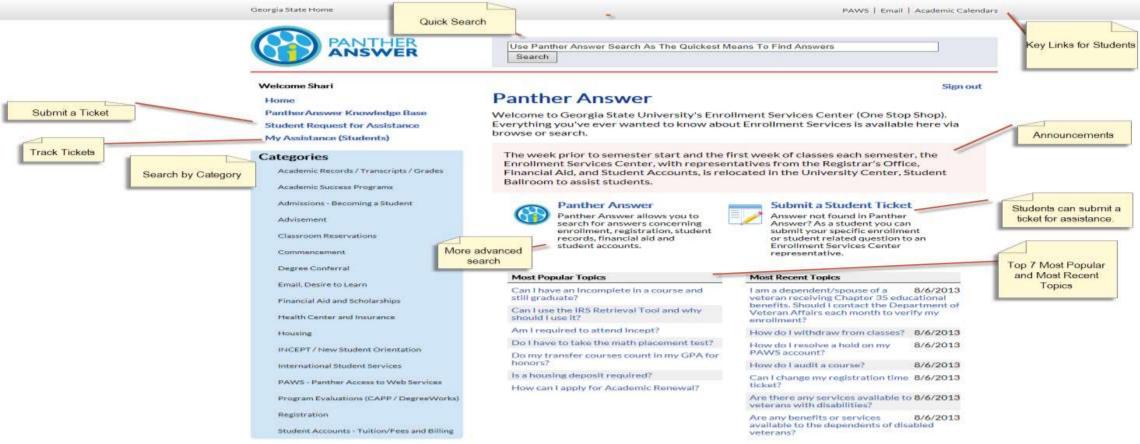
Dashboard Live – Finance Tab



My Bill and Financial Aid			For assistance, click the icon to sign-on to Panther Answe
My Bill		My Financial Aid	Account Information
You are eligible to be dropped. Account Balance	\$ 2679 View/Pay Account International Wire Payment	AID YEAR 2013-2014 Pending Awards Federal Direct Unsub. Stafford	Housing Rates Meal Plan Rates United Health Care Cost Calculator(For Undergraduate Students) Cost Calculator (For Graduate Students) Cash Course Tax Statement (1098-T) Learn About Payment Options
Tuition Classification: In State		Please review actual paid amount on your student account by clicking here.	Student Accounts Website Tutiton/Fee Rates Charts Financial Planning Worksheet(PDF)
	<u>Details ></u>		Refund Information
Refund Current Preference Paper Check PantherCard Last Refund Amount	Enroll in Refund Program >		Refund Schedule Money Network Login Paper Check Stop Payment PantherCard Refund Authorization Update Direct Deposit
Sponsor Authorization/Payment	<u>Details ></u>		Sponsored Billing Information Sponsored Billing Authorization
Waivers	<u>Details ></u>		Financial Aid Information
			Financial Aid Forms Access My Financial Aid Information Financial Aid Website University Scholarships FAFSA Direct Loan Master Promissory Note Direct Loan Entrance Counseling Direct Loan Exit Counseling Student Loan History GA College 411

Panther Answer



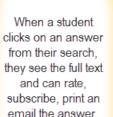




Panther Answer



Georgia State Home PAWS | Email | Academic Calendars





Use Panther Answer Search As The Quickest Means To Find Answers

Search

Welcome Shari

Home

PantherAnswer Knowledge Base

Student Request for Assistance

My Assistance (Students)

Panther Answer

Categories

Academic Records / Transcripts / Grades

Academic Success Programs

Admissions - Becoming a Student

Advisement

Classroom Reservations

Commencement

Degree Conferral

Email, Desire to Learn

Financial Aid and Scholarships

Health Center and Insurance

Housing

INCEPT / New Student Orientation

Can I have an Incomplete in a course and still graduate?

Categories > Advisement

No student may graduate with a grade of "I" (Incomplete) on his or her record for that degree program. All permanent grades for incomplete grades and grade changes for previous semesters should be received in the Office of the Registrar, Academic Records, in writing at least one week prior to the end of classes for the term. It is the student's responsibility to see to it that incomplete grades are properly recorded in the appropriate offices by this deadline.



Students can rate the answer.

Sign out

Panther Answer



ANSWER

Use Panther Answer Search As The Quickest Means To Find Answers

Search

Welcome Shari

Home

PantherAnswer Knowledge Base Student Request for Assistance

My Assistance (Students)

My Subscriptions

Students can track their ticket status and click on an individual ticket to review it, even when closed to see the answer.

My Student Tickets

Know your Ticket Number? Enter it here: 28025-

Search

Sign out

Remember this view:

[Advanced Search] [Submit a Student Ticket]

Ticket#	Date Created		Status	Last Updated
28025-28131	8/6/2013 5:25 PM EDT	Registrar	Open	8/6/2013 5:25 PM EDT
28025-25567	8/2/2013 3:49 PM EDT	Financial Aid	Work In Progress	8/2/2013 4:01 PM EDT

10 Records per Page

Status Legend

Open:

Ticket submission successful.

Work In Progress:

Ticket has been assigned to a representative and is in progress.

Need More Info:

Additional information is requested from you to resolve your request. We have contacted you.

Reopened

Ticket has been reopened per your request.

Solution Suggested:

A solution has been suggested for your issue.

Researching:

Your ticket has been escalated. Please allow additional time for research.

Closed:

This ticket has been resolved and closed.



Fall, August 2012 vs 2013 Week Before Classes Began

<u>Calls</u>

45.32% less needing assistance

54.98% less abandoned calls

Increased quality service time assisting students by 1 minute per student per day

Decreased avg. wait time per day by 20 minutes

Fall, August 2012 vs 2014 Week Before Classes Began

Calls

48.22% less needing assistance

58.51% less abandoned calls

Increased quality service time assisting students by 1.29 minutes per student per day

Decreased avg. wait time per day by 25 minutes



Fall, Aug. 2012 vs 2013 Week Before

Fall, Aug. 2012 vs 2014 Week Before

In Person

30.53% less needing assistance

Decreased average wait time by 1 hour and 8 minutes

Increased quality service time assisting students by 1 minute

35.8% increase toward SLA

In Person

18.12% less needing assistance

Decreased average wait time by 55 minutes

Increased quality service time assisting students by 1 minute

25.8% increase toward SLA

^{*}except first day had 11 minute increase in 2014 because payment deadline switched to this day a week before.

Fall, August 2012 vs 2013 First Week Fall, August 2012 vs 2014 First Week

<u>Calls</u>

33.03% less needing assistance

50.30% less abandoned calls

Increased quality service time assisting students by 1 minute per student per day

Decreased avg. wait time per day by 6 minutes



11.48% less needing assistance

19.07% less abandoned calls

Increased quality service time assisting students by 1 minute per student per day

Decreased avg. wait time per day by 32 minutes**

**except 1st day when down 2 staff, and volume concentrated mid day +37mins



Fall, Aug. 2012 vs 2013 First Week

In Person

24.80% less needing assistance

Decreased average wait time by 5 minutes

Increased quality service time assisting students by 1 minute

5% increase toward SLA

Fall, August 2012 vs 2014 First Week

In Person

17.4% less needing assistance

Decreased average wait time by 7.3 minutes*

Quality service time assisting students remained at 7 minutes

7.4% increase toward SLA

*except 2nd day when down 5 staff, wait time increased by 11 minutes



Fall, Aug. 2012 vs 2013 Month

Fall, Aug. 2012 vs 2014 Month

Web Requests

90% less requests

August 2012 (4,907) emails compared to August 2013 (483) service tickets answered

3,760 visits to the Knowledge Base

Web Requests

85% less requests

August 2012 (4,907) emails compared to August 2014 (721) service tickets

24,261 visits to the Knowledge Base



Student Ticket Summary

Ticket #: 28025-115034

Status: Work In Progress

Date Created: 2/26/2014 4:27 PM EST

Last Updated: 2/26/2014 4:27 PM EST

Entered By: Charmaine Daniels

Assigned Technician: Charmaine Daniels

(Parature Contact):

Student Ticket Description

Ticket Origin: Email

Original Email To:

Category: Student Accounts

Reason: 1098-T Form

Issue: 1098-T Questions

Other (Please Describe):

Issue Details: test

Internal Details/Resolution: test

Ticket Start Time: 16:27:14 ET

Choose The Appropriate Escalation Queue

Needed Resolution By: Tier 2

Tier 2 Queues: Student Accounts

Show Student Fields: No

Attachment:

Chat:

Actions

Edit Student Ticket

Assign to CSR

Assign to Queue

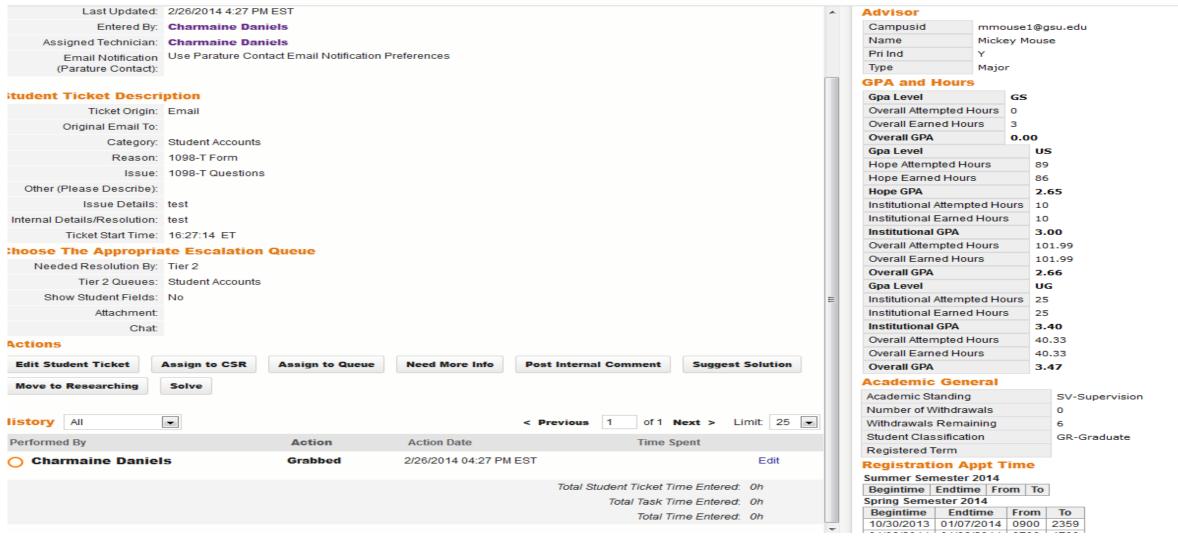
Need More Info

Post Internal Comment

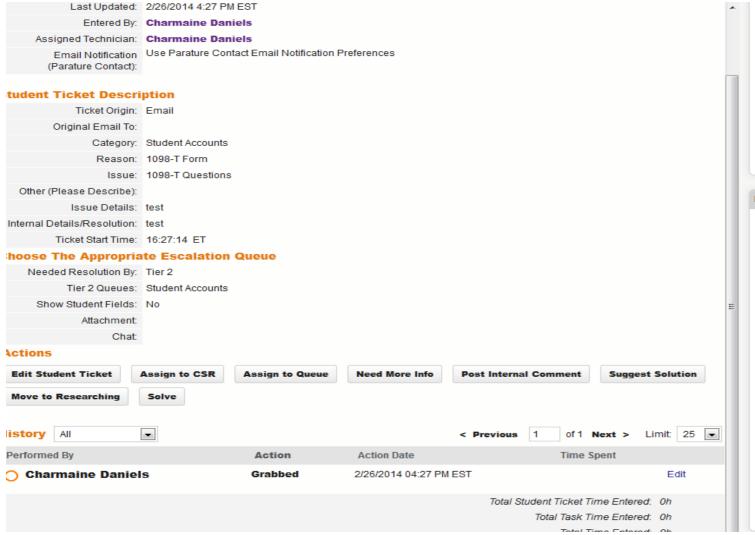
Suggest Solution

Parature Contact Mickey Mouse Panther ID: 001090797 First Name: Mickey Last Name: Mouse GSU Email Address: mmouse1@student.gsu.edu Service Level Agreement: Graduate Student Middle Initial: R Date of Birth: 1960/06/15 Telephone Number: 404-123-4567 Campus ID: mmouse1 Parature Portal Status: Registered A Banner Info **General Information** Student Campus Id mmouse1 Student Id 001090797 Student First Name Mickey Student Last Name Mouse Academic/Registration Major Degree MS-Master of Science RMI-Risk Management & Insurance Major Degree MBA-Master of Business Admin. Major AC-Accounting Degree MIB-Master-Internatl Business IB-International Business Major







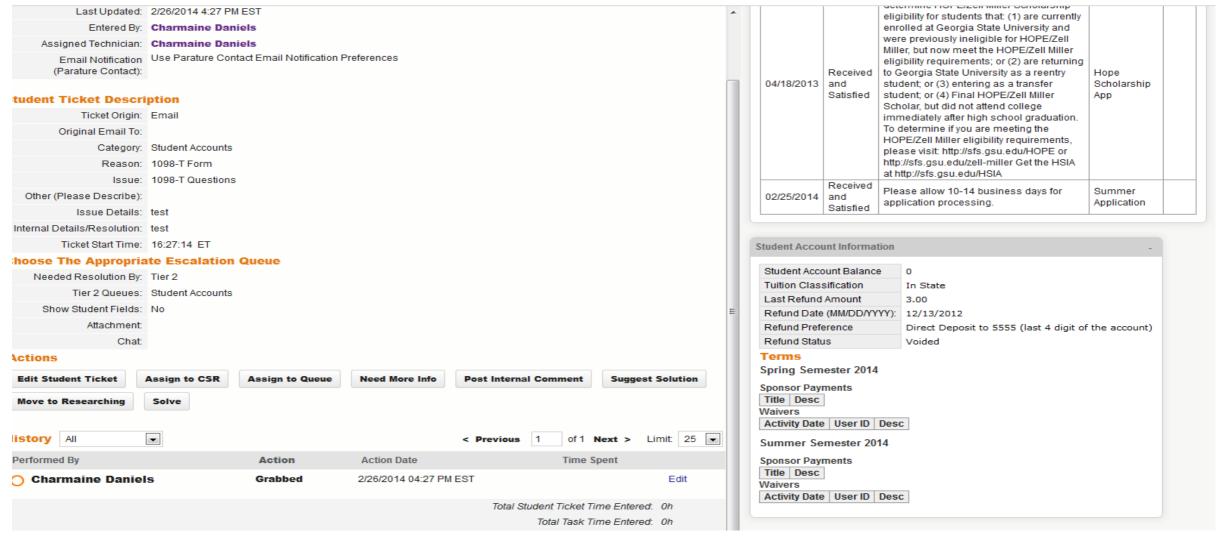


Begintime	Endtime Fro	m To		
pring Seme	ster 2014		_	
Begintime	Endtime	From	To	
10/30/2013	01/07/2014	0900	2359	
01/08/2014	01/08/2014	0700	1700	
01/09/2014	01/10/2014	0700	2359	
01/13/2014	01/16/2014	0700	2359	
01/17/2014	01/17/2014	0700	1700	
01/23/2014	03/28/2014	0800	2359	
egistrat	ion Holds			
From To	Type Reason	n		
rom To	Type Reason	n		

AID YEAR 2013-2014 Financial Aid Year 1314 Financial Aid Award Fund Status Total Loan Requirements Outstanding

As of Date	Status	Instructions	Requirement	Fund
04/18/2013	Received and Satisfied	Please complete this application to determine HOPE/Zell Miller Scholarship eligibility for students that: (1) are currently enrolled at Georgia State University and were previously ineligible for HOPE/Zell Miller, but now meet the HOPE/Zell Miller eligibility requirements; or (2) are returning to Georgia State University as a reentry student; or (3) entering as a transfer student; or (4) Final HOPE/Zell Miller Scholar, but did not attend college immediately after high school graduation. To determine if you are meeting the HOPE/Zell Miller eligibility requirements, please visit: http://sfs.gsu.edu/HOPE or http://sfs.gsu.edu/Zell-miller Get the HSIA at http://sfs.gsu.edu/HSIA	Hope Scholarship App	
02/25/2014	Received and Satisfied	Please allow 10-14 business days for application processing.	Summer Application	





High Level View of Student Data



Student Tickets Submitted (2/23/2014 - 2/27/2014)

	Category							
Reason	Unspecified	Admissions	Financial Aid	Registrar	Student Accounts	Prospective Students	Other Services	Total
Unspecified	13	0	1	2	1	0	0	17
1098-T Form	0	0	0	0	116	0	0	116
Academic Calendar	0	0	0	0	0	0	0	0
Academic Departments	0	0	0	0	0	0	2	2
Accepted Next Steps	0	3	0	0	0	0	0	3
Account Collections	0	0	0	0	11	0	0	11
Address Changes	0	0	0	1	0	0	0	1
Admissions Hold	0	1	0	0	0	0	0	1
Admissions Requirements	0	12	0	0	0	0	0	12
Alternate/Early Grade Report	0	0	0	0	0	0	0	0
Alumni Association	0	0	0	0	0	0	0	0
Appeals	0	0	0	5	0	0	0	5
Appeals/SAP	0	0	20	0	0	0	0	20
Application Status	0	1	18	0	0	0	0	19
Audit Courses	0	0	0	0	0	0	0	0
Auxillary and Support Services	0	0	0	0	0	0	0	0
Balance Due Hold	0	0	0	0	52	0	0	52
Bookstore Credit	0	0	1	0	0	0	0	1
Budget Increase	0	0	9	0	0	0	0	9
Campus Directions	0	0	0	0	0	0	2	2
Cashiers Office	o	0	0	0	3	0	o	3

Detailed Breakdown



Ticket # ▽	4	Date Created	Parature Contact	Panther ID	Assigned To	Student Category	Ticket Origin	Category
28025-113373		2/24/2014 8:45 AM EST			Melody Kelley		Phone Call	Student Accounts
28025-113397		2/24/2014 9:09 AM EST			Letricia Torando		In-Person	Student Accounts
28025-113412		2/24/2014 9:30 AM EST			Kevea Mickey		Phone Call	Student Accounts
28025-113440		2/24/2014 9:57 AM EST			Melody Kelley		Phone Call	Student Accounts
28025-113455		2/24/2014 10:15 AM EST			Letricia Torando		In-Person	Student Accounts
28025-113456		2/24/2014 10:18 AM EST			Temika Boucaud		In-Person	Student Account
28025-113460		2/24/2014 10:19 AM EST			Jacob Vaughn		In-Person	Student Account
28025-113480		2/24/2014 10:33 AM EST			Kevea Mickey		Phone Call	Student Account
28025-113481		2/24/2014 10:34 AM EST			Jedia Bramwell		Phone Call	Student Account
28025-113493		2/24/2014 10:47 AM EST			Cheryl Presswood		Phone Call	Student Account
28025-113498		2/24/2014 10:51 AM EST			Damien Lawrence		Phone Call	Student Account
28025-113502		2/24/2014 10:56 AM EST			Letricia Torando		In-Person	Student Account
28025-113513		2/24/2014 11:06 AM EST			Fatimah Ferebee		Phone Call	Student Account
28025-113521		2/24/2014 11:13 AM EST			Jacob Vaughn		In-Person	Student Account
28025-113525		2/24/2014 11:17 AM EST			Fatimah Ferebee		Phone Call	Student Account
28025-113570		2/24/2014 12:03 PM EST			Chaz Jenkins		Phone Call	Student Account
28025-113596		2/24/2014 12:25 PM EST			Fatimah Ferebee		Phone Call	Student Account
28025-113663		2/24/2014 1:20 PM EST			Jacob Vaughn		In-Person	Student Account
28025-113665		2/24/2014 1:22 PM EST			Chaz Jenkins		Phone Call	Student Account