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Unit Review Leader: Amber Kelley
Unit Name: CYP Student Services

1.

What improvements have been planned/implemented:

Pilot adaptation of remote queuing system for Student Services areas that experience longer waits.

2.

How did you decide that these improvements would benefit your unit or what weakness is the unit trying to improve:

Students needing to meet with advisors & counselors often were unable to see their service provider at the time they came in (walk-in) due to the counselors & advisors already being in session with other students who arrived before them. Students essentially would become "captive" in our small crowded waiting area while awaiting an opportunity to see an available service provider. Students expressed that this is stressful and frustrating. Employees report that this is also stressful and frustrating for them All would like to afford students an opportunity that is more respectful of their time and conducive to improved time management.

3.

Measures: what measures are going to be used to determine if the improvements were successful.

1. No suitable remote queuing system currently exists in the higher education arena. Ability to partner with a vendor willin to adapt existing technology geared for a different industry.
2. Implementation of the system successfully on 1 campus for specific departments (Couns & Adv).
3. Expansion of the system successfully on 1 campus to additional departments.
4. Expansion of the system to a 2nd campus.

3a. Baseline data: the data used to determine improvements were needed

Oral complaints from students to campus service providers regarding wait time, having to leave for class & lose place in line, noise level in waiting area disruptive to nearby testing & services at peak times, POS feedback regarding waiting too meet with service providers.

3b. Target goals: the data that shows your improvements have achieved your goals

1. ACC will partner with a vendor to pilot adaptation of existing technology designed for other industries.
2. Students will utilize a remote queuing system for counseling & advising @ CYP
3. Students will utilize a remote queuing system for additional departments @ CYP
4. Students will utilize a remote queuing system for counseling & advising @ an additional campus besides CYP.

3c. Current data: where you are currently in reaching your target

1. ACC has an agreement with QLess to adapt a remote queing system designed for the food industry and currently in use with high traffic governmental offices. (negotiation 2010-2011, funding secured Aug 2011)
2. CYP Counseling & Advising remote queing was implemented Jan 2012
3. CYP Intake, Support Center, Welcome Center, & Registration Assistance queues are currently active; may also add Disability Services & Financial Aid
4. EVC has agreed to become the 2nd campus in the pilot but implementation is postponed due to recent construction and moving of Student Services employee offices

Narrative:

Progress has been good but has taken longer than anticipated (primarily due to unexpected FMLA of the Review Leader (who is also the primary designer implementor of the project at ACC). Students and employees have provided favorable feedback. Due to this being a pilot to adapt an existing technology for the higher education industry, alterations & improvements are being made weekly. The vendor (QLess has hired a former college IT Administrator to help facilitate this effort. Request for funding to continue the pilot & expansion was submitted for Tech Committee funding for AY 13.