Student Services Transformation
Needles Hall

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What is it?

In the past, the University has heard from students about frustrating experiences when navigating services across campus. This project aims to improve that experience.
Strategic Alignment

One of the eight themes is to provide a Vibrant Student Experience:

To accomplish this, Waterloo will enrich the student experience with a student-focused approach to services.

By 2018, these efforts will include delivering excellent student services through an integrated student-focused approach.
Scope and Objectives

- Services offered will be introduced using a phased approach
- Initial partners include Graduate Studies and Postdoctoral Affairs Office, Student Success Office and the Registrar’s Office
- Plans for future expansion will examine inclusion of other partners such as Parking Services and the Watcard Office
Principles supporting this project

- Improve the experience of students through the integration of services, maximizing self-service options, and seeking other possible opportunities.

- Provide a scalable, centralized service for students with the evolutionary addition of partners, services, Information Systems/Information Technology (IS/IT) capabilities.

- Improve the experience of staff through the enhanced service provision and interaction among units.

- Increase efficiency of transactional work and provide a quick path to exception handling.
Streams of Work

- Services
- Organizational Change
- Physical Space
- Information Technology
Services

- International student advising
- Study abroad consultations
- Peer success coaching
- Verification/proof of enrolment requests
- Transcript orders
- Diploma replacements and duplicates
- Intent to Graduate form drop-off
- Requests for exam relief
- Bursary inquiries
- OSAP inquiries
- Scholarship and Award applications
- Emergency loan applications
Organizational Change

- Working with Human Resources to define the new unit
  - Staff consultations
  - Org structure
  - Mapping of staff
  - Job descriptions and grading
Physical Space

- Sample Considerations
  - Service counter style
  - Student/waiting spaces
  - Breakout rooms
  - Entrance/flow
  - Staff “open office” style
Information technology

- Case Management
- Queueing system
- Appointment Scheduling
- Digital Signage
- Skype
- Knowledgebase
- Student Portal
- Mobile App
- New security roles and permissions
Current Status and Milestones

- “Build Plan” being finalized (April)
  - review by Plant Operations
  - architect engaged
- IST has posted an RFP for new IT components (closes April)
- Org review by Staff Relations Committee (May)
Communications

Visit the Student Services Transformation website:
https://uwaterloo.ca/student-service-transformation-needles-hall/

Watch for our regular video updates:
https://uwaterloo.ca/student-service-transformation-needles-hall/news
Questions?