



- Research university located on the West Coast
- Established in 1965
- 3 distinctive campuses with 30,000 students
 - Burnaby
 - Surrey
 - Vancouver

Who is SFU?

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The slide features a photograph of a modern campus building with a glass facade. To the right of the image is a bulleted list of facts about SFU. At the bottom, the title 'Who is SFU?' is written in white on a dark background, with a small footer below it.



Registrar & Information Services

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The slide contains a word cloud of various student services. The words are in different sizes and orientations, with 'Admission' being the largest. Other visible words include 'Scholarships', 'NameChanges', 'StudentId', 'RefundRequest', 'Graduation', 'LiveHelp', 'LetterofPermission', 'AdvisingAppointment', 'DepartmentDeposit', 'RecreationPasses', 'UPass', 'PasswordChange', 'CriminalRecordCheck', 'ExamInvigilation', 'Records', 'CoELetters', 'Transcript', 'Registration', 'GeneralInformation', 'FinancialAid', 'TransferCredit', 'StudentAccounts', 'Parking', 'Phone', 'AppealForm', and 'ExamConflict'. At the bottom, the title 'Registrar & Information Services' is written in white on a dark background, with a small footer below it.

- Largest team with 12 to 15 staff
- Serves mainly undergraduate students
- Points of contact
 - Phone, emails, live chat, in person



RIS - Burnaby

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- Manages 60,000 transactions/year at the Front Counter
- Supports Records, Admissions, Student Accounts, Financial Aid & Awards, Academic Advising, U-Pass, Mass student ID production



RIS - Burnaby

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- Has a team of 4 staff
- Points of contact
 - Phone and in person



RIS - Surrey

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- First point of contact for Records, Admissions, Recruitment, Student Accounts, Financial Aid & Awards, Academic Advising, U-Pass, International Student Services, Office of Graduate Studies, Facilities, Recreation



RIS - Surrey

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- Has a team of 5 staff
- Serves mainly graduate and non-credit students
- Points of contact
 - Phone and in person



RIS - Vancouver

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- First point of contact for Records, Admissions, Recruitment, Student Accounts, Financial Aid & Awards, Academic Advising, U-Pass, International Student Services, Office of Graduate Studies, Recreation, Continuing Studies, Financial Services



RIS - Vancouver

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- SIS changed to PeopleSoft in 2003
- GoSFU group created as a technical support line
 - Student staff
 - Hired on 3 month contracts with a mandatory week off between contracts
 - Overtime GoSFU became the group to answer the phone for general questions
- Each department in the Registrar's Office had its own number
 - Some numbers were published and some weren't
 - Some were internal transfer only (ie: Admissions)
- Each RIS office had its own number
 - Burnaby had its own number
 - Surrey had its own number
 - Vancouver had its own number
 - Surrey and Vancouver's number acted as the campus mainlines

History

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- Lack of training
 - RIS is expected to be the 'catch all' and provide front line support to areas in Registrar's Office, but not provided training
 - GoSFU staff are student staff and high turnover, so departments didn't want to provide training
- Lack of communication between units we are to support
- Information not shared with RIS at Vancouver and Surrey
- Scheduling staff
 - No metrics to be proactive
- Not providing consistent and good service
- Each campus is unique

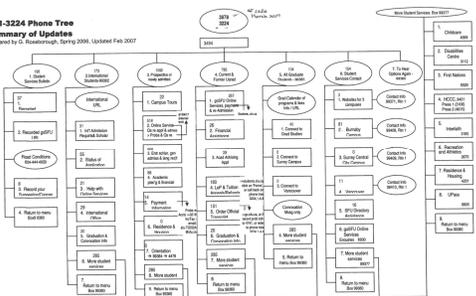
Challenges

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2011-2024 Phone Tree

Summary of Updates

Prepared by D. Reinborough, Spring 2008, Updated Feb 2007



Phones Tree before 2011

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- October 2011, replaced the existing phone system
 - Created 'queues' for each unit
 - One number for students to call
 - Enabling remote log in from all 3 campuses
 - Adding more than one skillset to an agent
 - Data
 - Bulletins, set hours of operation, classification of calls

Contact Centre Implementation

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- 2012 recognized a need for some service standards
 - Staff questionnaire to create baseline
 - Formation of staff working group
 - Student surveys on services
- 2013 a set of Service Standards and a Service Philosophy established

Service Standards

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- Burnaby
 - Take a number system
- Vancouver
 - Stanchions
- Surrey
 - No ticketing system
 - No Stanchions



When visiting our RIS office

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- Queuing solution to actively track and manage a queue
- Wanted students to be able to enter the queue remotely and be given accurate wait times



Virtual Queuing

Using Technology to Enhance the Student Experience - ARUCC 2014

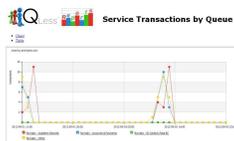
- Demographic and culture at each campus is unique
- Ensured our queuing system will meet the needs of each campus
- QLess is a mobile queuing solution that lets students get in line for services at our counter using their cell phone or using our self-serve station



QLess

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- Ability to report on our peaks and valleys
 - Service Transaction (activity by queue)
 - Service Wait (average wait times by queue)
 - Queue Length (average length of queue by date)



QLess

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- Launched in August 2012
- Student can remotely sign into a queue
- Students can move themselves back if not ready for our service

QLess @ Burnaby

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- Launched in April 2013
- Used for gathering data
- Students don't need to sign in at Front Counter
- Students sign into queue for appointments with advisors



QLess @ Vancouver

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- Launched in April 2014
- Used for gathering data
- Students don't need to sign in
- Staff put students in queue to notify Advisors



QLess @ Surrey

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- Integrated Contact Centre and Front Counter
 - Eliminated the GoSFU group
 - Staff on the front are scheduled to do phone coverage, and emails
 - Staff RIS at Vancouver and Surrey are scheduled on the phone

Integrated Contact Centre

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- Created a Coordinator position
 - Reports to Assistant Registrar, RIS Burnaby
 - But dotted line report to Assistant Registrar at Vancouver and Surrey
 - Develops and delivers training to all RIS staff at all 3 campus
 - Acts as bridge between 3 campus
 - Funnels and filters information from Burnaby
 - Establish consistency

Team Structure

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- Departments have limited resources
 - Unable to have a dedicated advisor stationed at Surrey or Vancouver permanently
- Departments will send an advisor from the Burnaby campus to Surrey and/or Vancouver one day a week for advising
 - If an advisor is away sick or on vacation, often times the Surrey or Vancouver campus will not have advising that day
- Virtual Advising
 - Allow students the option to meet with advisors without traveling to other campus and not restricting students to see an advisor on just the one day

Virtual Advising

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- Senate Letter
 - Email notification of degree awarded by Senate
- U-Pass Online exemption application
 - Students able to upload supporting documentation
 - Notification of submission
 - Ability to see application and exemption status
- Wait List Notification

Other Opportunities

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- Degree/Program Completion Letter
 - Need letter before Senate has awarded degree
- Confirmation of Enrolment Letters
 - Historical and Multi-term

Enhance Self-Service Opportunities

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- Virtual training environment
 - LMS classroom
- Financial Aid Advising Tier 1
 - queuing/appointment
- QLess on Campus Kiosks

Next Chapter

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Questions?

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