Ask SET Anything: Student Services

September 17, 2021
Administrative operating model at the U of A
Some solutions have moved into the transition stage

A. Visioning
   - UNIFIED VISION
   - REDESIGN & PLAN

B. Student Service Centre
   - PREPARE
   - TRANSITION

C. Initial Improvements
   - DISCOVER

MAR. 2021
   - INFORMATION GATHERING
     - Understand student services delivery across the institution.

JUL. 2021
   - ANALYSIS AND VALIDATION
     - A) Prioritize processes to support the new organizational structure.
     - B) Develop Student Service Centre structure.
     - C) Prioritize services for improvement.

2022
   - TRANSITION
     - A) Transition people and processes into the new organizational structure.
     - B) Soft-launch the Student Service Centre and initiate continuous improvement.
     - C) Launch and implement the three proposals.
The stream has achieved a number of key objectives to date

- Launch of the Student Service Centre on August 16
- Streamlined processes in student awards to increase transparency and accountability
- Creation of a Student Recruitment Centre of Expertise
- Creation of an Enrollment Management Centre of Expertise
- Commenced a process to automate and centralize parts of the transfer student admissions
- Commenced development of a future vision for student services
The stream is preparing the U of A for a future of growth

The Student Services stream is making change for a future of student services that will:
1. Prepare the U of A for enrolment growth
2. Continue to improve and evolve the student experience

The intent of the future state vision is to:

Service all students through simple access points
Maintain our expertise in different student experiences without referring students multiple times
Lessen the burden on students to navigate student services at U of A
While the vision is not yet confirmed, we understand the likely areas for change

**Out of scope for SET**

Some services we know will remain at the faculty or college level, for example:
- Program-specific advising
- Academic standing
- Setting program-specific requirements
- Program-specific placements
- Program-specific exam and graduation administration

**Up for discussion**

While other services we know could be improved by a different structure, for example by:
- Increasing efficiency of high-volume services
- Improving student access and experience of high-quality student supports
- Setting up other portfolios for growth
The SSC has launched

STUDENTS (current and prospective)

Connect with the Student Service Centre (SSC)

in-person, phone, kiosk, live chat:
Student is placed in the queue and connected with an advisor as soon as possible

web or contact form:
Student is placed in the ticketing queue and receives a response in around 5 business days

ADVISOR (at the SSC)

Reviews knowledge base articles and referral instructions to provide information to the student

If the student’s query is resolved, advisor resolves the ticket or removes the student from the queue
If the student’s query is not resolved, advisor provides a warm referral

TO ADVISOR (in the faculties)
Refers the student via the relevant advisor chat group, sending an email, or phoning the contact to confirm availability

TO SERVICES (at RO, DoS, UAI, FGSR)
Creates a ticket, sends an email, or phones the contact in an urgent case

TO SPECIALIST (at the SSC)
Creates a ticket in the customer management system
Other improvements in student services

Streamlined processes in student awards to increase transparency and accountability

Creation of two Centers of Expertise:
Domestic Student Recruitment and Enrollment Management

Automation and centralization of some elements of transfer admissions
Questions