

President's Student Services Retreat II

Service Improvement Initiative: Service Partnerships

Overview:

The Student Information Flow Team (SIFT)¹ improvement initiative was launched in July 2003 at an event attended by over 200 staff employees. At this event, President McCormick outlined his "Goals and Values of the Administration of Rutgers." In response to his call for renewed energy around the issue of service, SIFT announced the formation of the Administrative Student Services Committee.

The Committee was charged to develop recommendations for improving service and communication within and across five SIFT units (offices of Financial Aid, Registrar, Scheduling and Space Management, Students Accounting Services and Undergraduate Admissions), and between SIFT and the larger Rutgers Community.

To accomplish this goal, the committee focused on creating/enhancing partnerships among these five student services departments, and between those offices and students.

Goal:

To deliver quality service to students by:

- Creating a uniform service credo
- Gathering and using student and staff feedback to improve service delivery
- Sharing best practices across offices
- Developing cross-training opportunities and advancing collaborative strategies for enhancing and enriching the quality of life for students at the university
- Involving students in identifying and making needed improvements

Some comments from Retreat I addressed by service partnerships:

- Clarify service expectations for faculty, staff, and students
- Develop a service credo
- Better collaboration between offices
- Provide all service staff with name tags and business cards
- Recognize high quality service
- Need to improve staff knowledge base, attitudes, information support tools
- Need to re-evaluate processes to eliminate redundancy in paperwork
- Create a student group (liaisons) to work with units/departments on improving processes

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¹ Members include leadership of the offices of Business Services, Financial Aid, University Registrar, Scheduling & Space Management, Student Accounting Services, Undergraduate Admissions, as well as representatives of the Newark and Camden campuses.