WEBINAR:

5 Best Practices for Efficient Campus Offices

QLESS

Agenda & Speakers

Amy Deavoll

Director of Marketing

- Moderator

Alex Bäcker

CEO & Founder

- 5 Best Practices
- Q & A

Kelly Kliner

Director, Education Solutions

- 5 Best Practices
- Q & A

The **elephant** in the room.

The Challenges:

1. Operational inefficiencies

2. Long student lines = daily complaints

3. Student no-shows

4. Poor staff productivity and low morale

5. Constrained budgets

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CHALLENGE #1
How can campus offices solve operational inefficiencies?

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SURVEYS

1. Use surveys to maximize efficiencies

- Replace paper and mail-in surveys

- Go digital
  - ✓ Send automatic surveys
  - ✓ Improve response rates with text surveys
  - ✓ Gather instant feedback
  - ✓ Gain valuable insights to identify operational enhancements

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1. Use surveys to maximize efficiencies

*"We now gather meaningful survey responses and data that we were unable to capture before. The survey responses provide keen insights to **identify procedural enhancements** and make our **operations more efficient and effective.** The level of satisfaction from our students has **climbed significantly**."*

Doug Willis
Dean of Student Development at Collin College

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CHALLENGE #2
How can campus offices overcome years of budgetary challenges?

THE CLOUD

2. Lower operational costs with the cloud

- Huge cost savings
  - ✓ Lower capital costs
  - ✓ Lower IT costs
  - ✓ Lower power costs
- Scalable and elastic
- Never obsolete with instantaneous upgrades
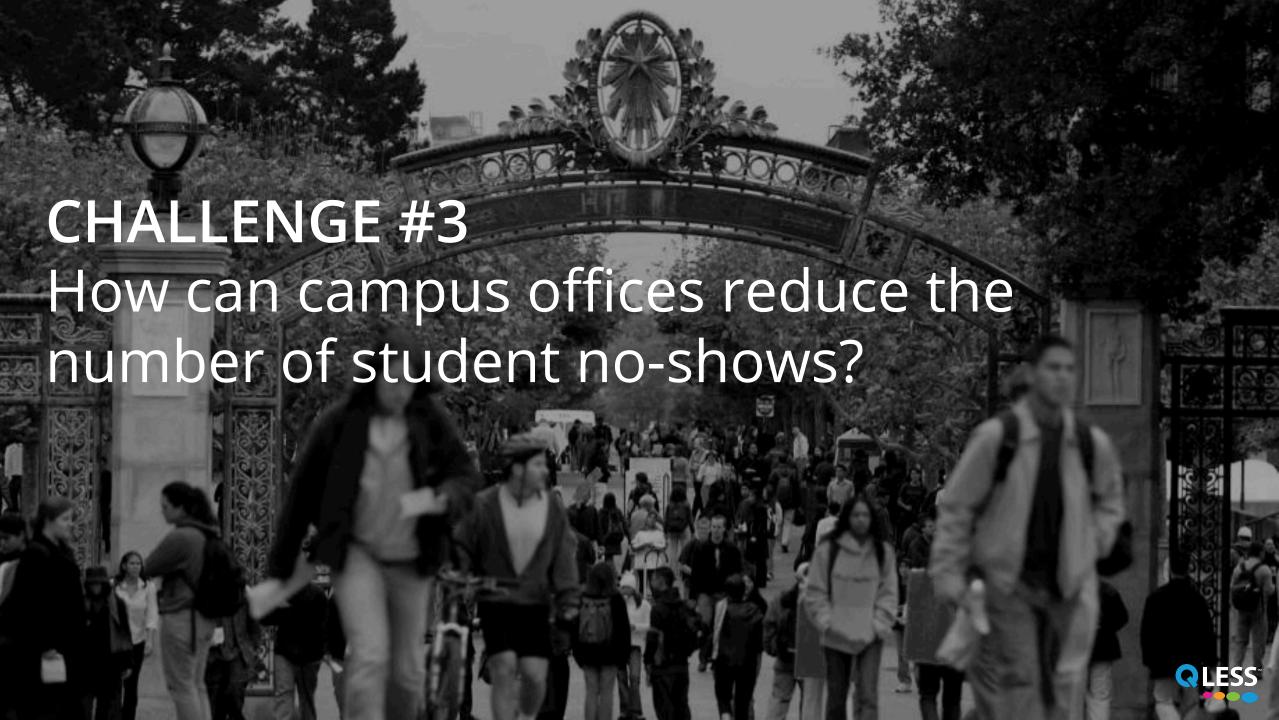- Reliable through redundancy
- Accessible

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2. Lower operational costs with the cloud

"With QLess cloud-based software we had the smoothest fall semester ever over previous semesters – by a quantum leap!"

**Vice President of Enrollment
The University of Texas at Dallas**

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CHALLENGE #3
How can campus offices reduce the number of student no-shows?

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FLEXIBLE APPOINTMENTS

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3. Auto-refill cancelled appointments

- Integrate with your wait list

- Automatic refilling of cancellations

- Interactive communication
  - ✓ Send updates and alerts
  - ✓ Real-time notifications
  - ✓ Bi-directional communication

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3. Reduce no-shows with appointments

*"With QLess we saw an immediate **reduction in no-shows** and crowding in our waiting area – students come in for their appointments, **we take care of them quickly**, and then they're on their way."*

Catherine Creason
Director for International Students
South Seattle College

CHALLENGE #4
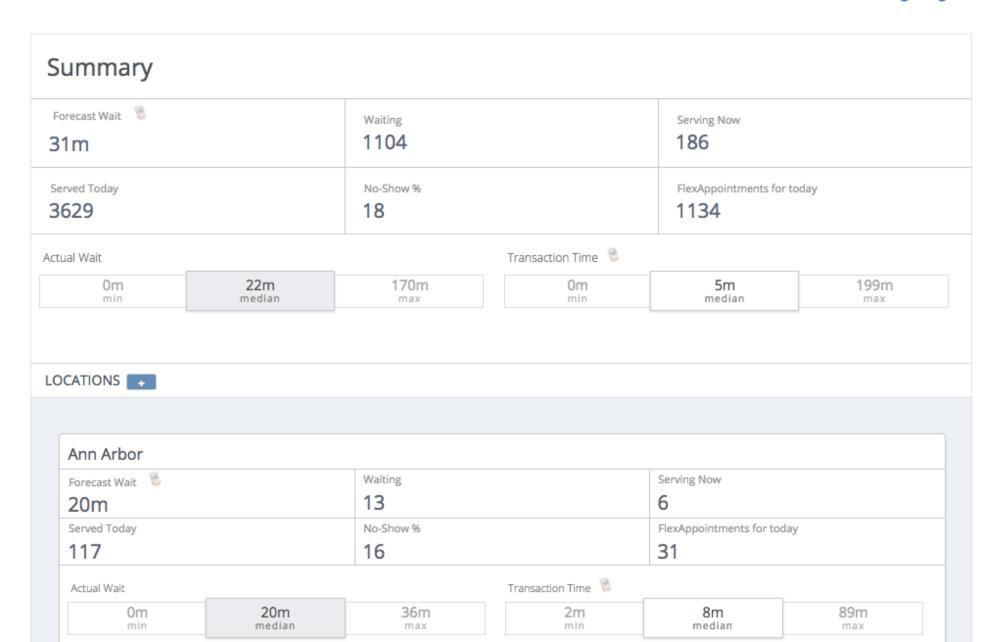How can campus offices boost staff productivity and improve morale?

DATA

4. Improve productivity & morale with data

- Workforce management
  - ✓ Calculate necessary staff to optimize productivity
  - ✓ Forecast the impact of restructuring, joining, or separating queues

- Wait time forecasts
  - ✓ Anticipate peak periods

- Capture pre-visit data
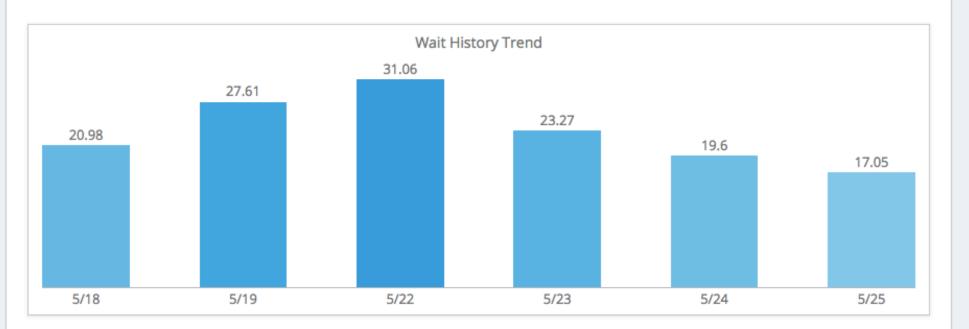 - ✓ Equip staff to deliver optimal service

QLESS DASHBOARD

Summary

Forecast Wait	Waiting	Serving Now
31m	1104	186

Served Today	No-Show %	FlexAppointments for today
3629	18	1134

Actual Wait

0m min	22m median	170m max

Transaction Time

0m min	5m median	199m max

LOCATIONS +

Ann Arbor

Forecast Wait	Waiting	Serving Now
20m	13	6

Served Today	No-Show %	FlexAppointments for today
117	16	31

Actual Wait

0m min	20m median	36m max

Transaction Time

2m min	8m median	89m max

By Classifier | **By Employee**

| Employee Utilization | 85.7 % |

Employee	Median Transaction Time (minutes)	Idle Time (minutes)	Serving Now	Served Today (by employee)	Classifier	Served Today (by classifier)
Chang	8.3	9.2	1	16	Window 2	16
Christie	5.4	6.1	1	32	Window 9	33
CSS 109			0	0	-	
Janice	11	9.5	1	8	Window 3	8
Mandy	8.9	10	1	14	Window 6	14
STW 109	5.7	4.8	1	15	Window 4	15
William	5.9	5.4	1	32	Window 10	31

Wait History Trend

Date	Value
5/18	20.98
5/19	27.61
5/22	31.06
5/23	23.27
5/24	19.6
5/25	17.05

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4. Improve productivity & morale with data

*"The data we get from QLess helps us chart the peaks in student activity so we can better plan and manage services. By plotting when peaks will occur, we can ensure that there we have **enough staff at the right locations** to assist our students."*

Dr. Rolando García
South Campus President at Broward College

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CHALLENGE #5
How can campus offices eradicate long wait times and student complaints?

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TECHNOLOGY

5. Utilize a queue management solution

- Replace legacy technology

- Offer appointments

- Provide remote join options

- Display wait times on lobby monitors and on your website

5. Utilize a queue management solution

"We were in the middle of registration and by the end of the week my assistant remarked, 'Do you know that we have not had a single complaint.' **QLess turned everything around."**

**Amber Kelley, Dean Student Services
Austin Community College**

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Q & A

Your 5 Takeaways

1. Maximize efficiencies and identify service improvements with **digital surveys.**

2. Overcome budgetary challenges and lower costs by embracing **cloud-based technology.**

3. Reduce student no-shows by offering **appointments.**

4. Boost staff productivity and morale by using **data.**

5. Eradicate long wait times and student complaints with a **queue management system.**

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Thank You!