

A person is holding a smartphone in their hands. The background is a blurred indoor setting, possibly a library or a study area. Overlaid on the image is a circular network of white icons connected by lines. The icons include: a camera, a Wi-Fi signal, a globe, a shopping cart, a magnifying glass, an envelope, a bar chart with an upward arrow, a speech bubble, a play button, a stack of money with a dollar sign, a document with lines, a clock, and a camera. The text "C10 Soundbites: ONE STOP STUDENT SERVICES" is overlaid on the right side of the image.

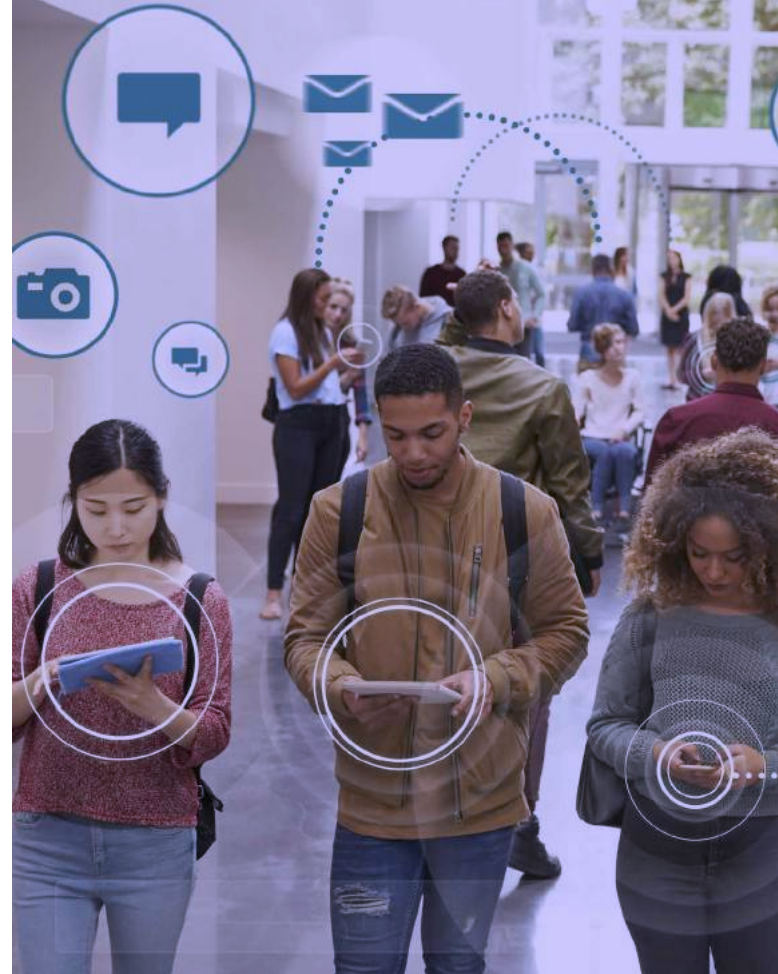
C10 Soundbites:
ONE STOP STUDENT SERVICES

TeamDynamix

HEAR FROM A STUDENT: WHY ONE STOP?

As college students, we don't have much "time to kill." We live very busy lives trying to juggle academics, involvement on campus, work, internships and a social life. Some of the last things a student wants to do is spend their precious free time running around campus and waiting in lines! This leads to frustration, missed deadlines, more dissatisfaction, and potentially, students choosing to unenroll from the institution.

Growing up in the age of Amazon, Google, and giant superstores stocked with everything imaginable, the current college-age generation is accustomed to convenience, efficiency, and speed. Why shouldn't my university function the same way?



Stop the Runaround

The runaround has caused me my fair share of stresses while in college, with trying to turn in the correct form, getting the correct signatures, and finding the correct office/building to go to on campus before the correct deadline. It's exhausting, to say the least. On top of that, this process generally needs to be completed several times each year for a wide range of things. Why can't there be one central office on campus or one online portal to drop/add a class, view financial aid, schedule an advising appointment, check grades, etc.?

Improve the Experience

Students, like myself, could have an entirely different—and better—experience on campus, and outlook on their institution, if there was a “one stop shop” for all their needs. This innovation would streamline the flood of data that needs to be processed and routed, as well as simplify the logistics for the institution and students alike. This change in culture could positively impact the entire campus. With this one stop portal, I could add a class from my phone while I'm walking across campus, or visit a central location to turn in a form on my way to the library, instead of bouncing between multiple locations and navigating multiple processes to accomplish a single task.

Leverage Technology

This new age of technology is changing the needs of today's students. If schools adapt, they will make their students' lives more convenient and help ensure that they have the best experience possible. Removing this frustration would increase my and my fellow students' satisfaction, potentially improving institution retention rates as a result. Modernize the student experience by beginning to implement your “one stop shop” today.



- Student Intern, TeamDynamix

CIO SOUNDBITES

THE MOVE TOWARDS ONE STOP STUDENT SERVICES

5 CIOs sat on a panel at the TeamDynamix Client Summit to speak out...
these are their stories.



RHONDA SPELLS
VP, Enterprise Technology & CIO
Prince George's Community College



MICAH COOPER
AVP for Technology & CIO
Cedarville University



MICHAEL DAWISHA
CIO Residential / Housing
Michigan State University



BRET INGERMAN
CIO
Tallahassee Community College



MEHRAN BASIRATMAND, PHD
CTO
Florida Atlantic University

Getting Buy-in for a Campus Wide Service & Project Platform

Rhonda Spells VP, Enterprise Technology & CIO, Prince George's Community College

“

I went straight through to the other chiefs... and I started to talk to them about some of the efficiencies they can get on their team...”

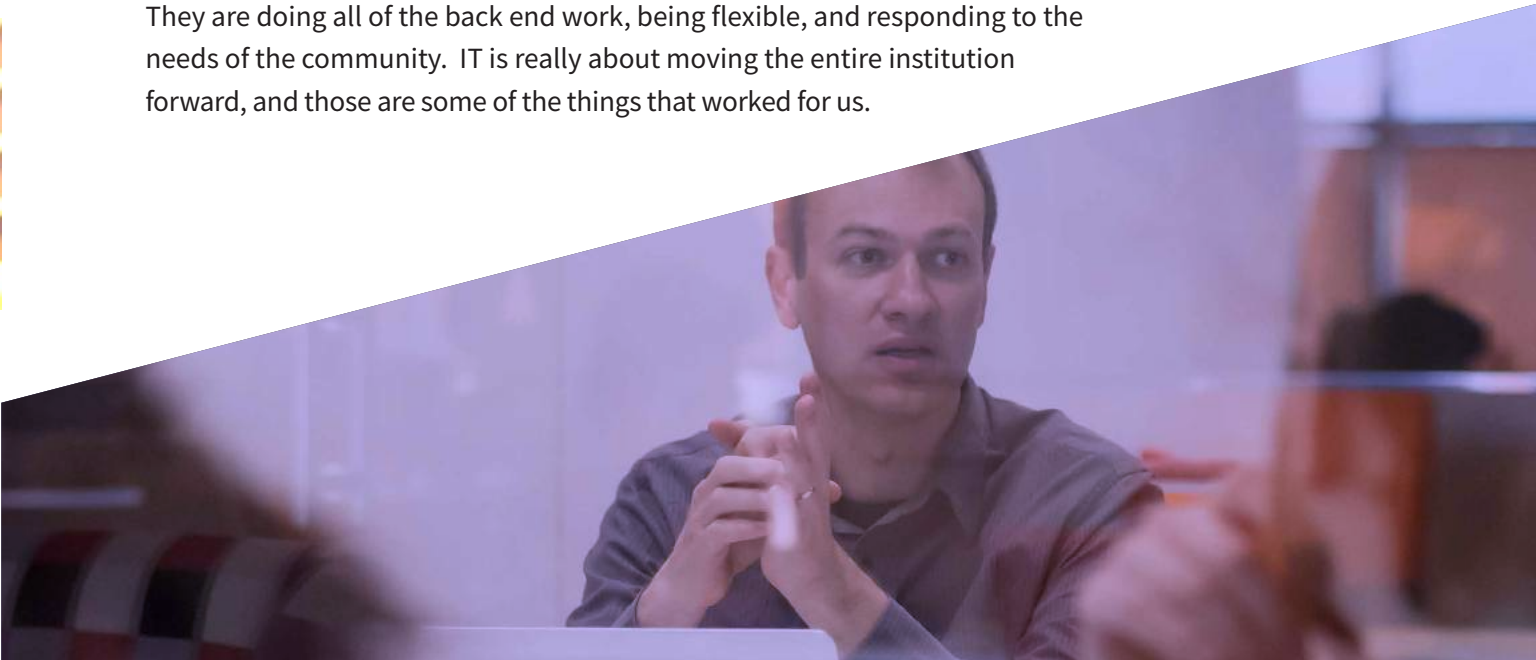


I went straight through to the other chiefs – Chief Financial Officer, Chief Student Affairs Officer – and I started to talk to them about some of the efficiencies they can get on their team. If you look at what is going on in IT, we track our tickets, our work, our calls, our time. I went to the CFO where HR also reports and I asked, “do you know that we can help you track how many requests you get, your time, your effort – is this something you need?”

Trying to Make Their Jobs Easier

I do not talk about the tool – I ask, “is this something you need?” We are not making them take on a tool, we are trying to bring capabilities to them to make their jobs easier.

When I think about buy-in for a campus wide roll-out, I think first about my team – IT. They are doing all of the back end work, being flexible, and responding to the needs of the community. IT is really about moving the entire institution forward, and those are some of the things that worked for us.



Getting Started – if you do not do it, the students will.

Michael Dawisha CIO Residential / Housing, Michigan State University

“

If people in your world have tools available they will build it themselves if you do not fill the gap.”



Disruption is always a danger. I will say three letters to you – WTF. About 4 years ago, a group of students decided nationally that they would use this: WTF... your school. You may say that it rocked our world. You put into place a request system for these things: tickets for IT, facilities... The students did away with this – the WTF is What to Fix.



#WTF @MSU – we are out of broccoli, or the door needs to be fixed, whatever ... this was on Twitter – it became our public service request system for anything they wanted. That kind of thing should shape your thinking of what happens when you wait for perfect. If people in your world have tools available they will build it themselves if you do not fill the gap. Now, with the initial rollouts to a few groups, we are in the middle of a nice hype cycle. They are coming to us and saying, “we like what you did here – can you do this too?” We are always looking and always evaluating.

Metrics is the language by which leadership articulates what it cares about

Micah Cooper AVP for Technology & CIO, Cedarville University

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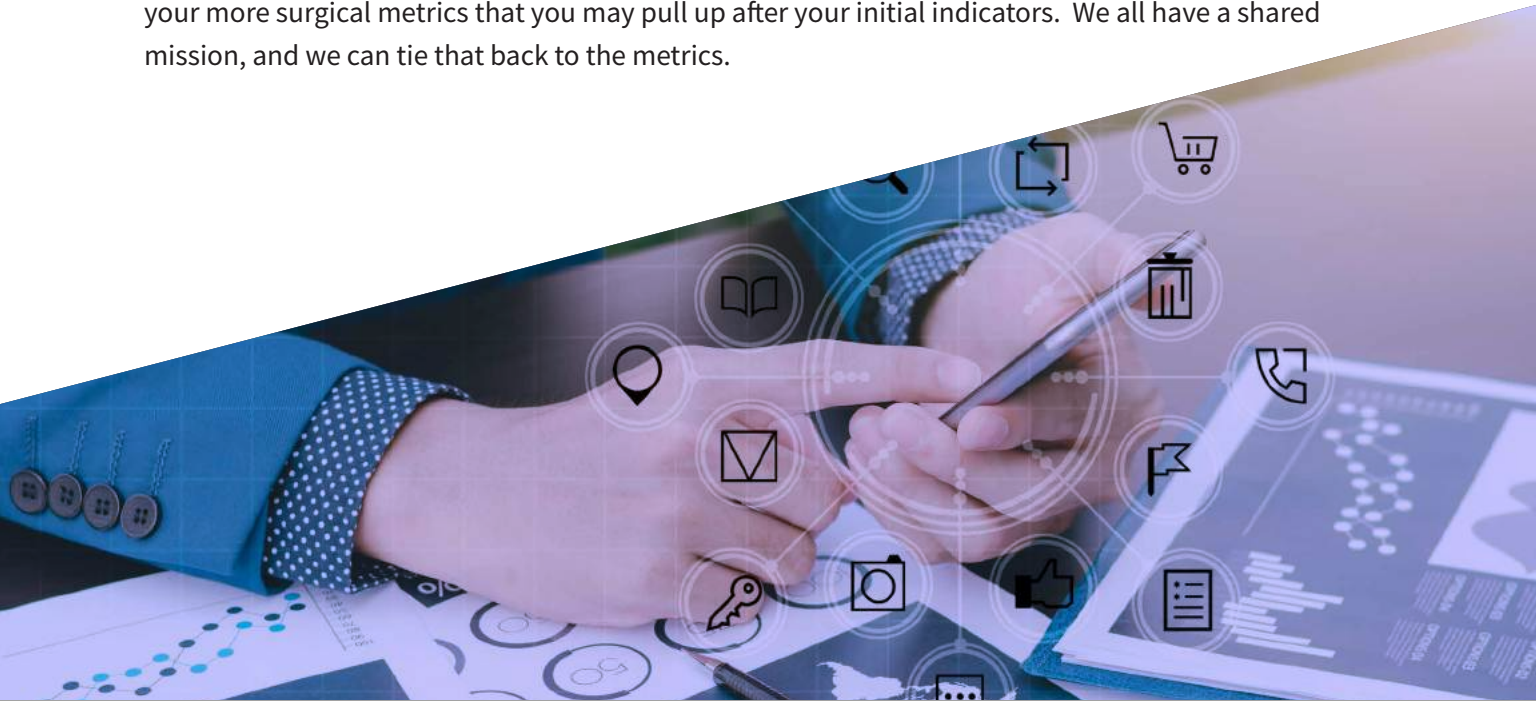
When you are involved in the Service Management or Project Management tool your seeing insight into the organization that others may not see in their silos.”



When you are involved in the Service Management or Project Management, you're seeing insight into the organization that others may not see in their silos. So when you do move up, you draw upon that knowledge. In terms of building a high-performance team, metrics are the language by which leadership articulates what it cares about. It is like the student that asks, “will this be on the exam?”

Shining the Light on What Matters

Metrics are the way to show – this is the exam. I do one that is a temperature check: open tickets, work in progress, all tracked day by day, and you can see if a team is starting to falter. Then, you have your more surgical metrics that you may pull up after your initial indicators. We all have a shared mission, and we can tie that back to the metrics.



Creating a Service Oriented Culture

Bret Ingerman, CIO, Tallahassee Community College

“

Think about it, if you had to have a different email or word processing solution for every department on campus, it would be a nightmare.”



You need to have an institution that is supportive of these broad reaching solutions, and that needs to come from the top. You need a culture that looks for solutions that fit most needs on campus, not necessarily all. Think about it, if you had to have a different email or word processing solution for every department on campus, it would be a nightmare. IT needs to think about how to present this. It does not work if IT goes into a department and says, “we think you should use our IT ticketing system.”

Make the Language Universal

Look for a department that needs to provide a service, track what happens to that service, and then report on what happens with that service. Then TeamDynamix is perfect. Collect information, route information, and report on it. Talk in a language that they feel comfortable in. It is a combination of things that make it really work. First, you have a solution that lends itself to being used broadly. Then, having an institution that encourages you to look for areas to use this.



One platform – offered to all.

Mehran Basiratmand, PhD CTO, Florida Atlantic University

“

We have agreed to cover all the costs associated with the platform for all groups across campus.”



Establish the culture.

Our campus has 15 IT departments outside of central IT, with roughly 75 people. As you can imagine, it is daunting to get anything done at the institutional level. But we have been able to establish a culture, while using a single tool to enhance technology, and now we are bringing project management together with the service management.



Do not do chargebacks:

We have agreed to cover all the costs associated with the platform for all groups across campus. Once you start a chargeback system, it becomes a lot more challenged. We have had so much success, now we see groups asking us, “can we set this up for asset management or for tracking student success?” So now, it is going beyond where we had originally intended.



TeamDynamix

ABOUT

TeamDynamix empowers colleges and universities, K-12 districts, and state and local governments to work together smarter, faster, and better by aligning resources and processes. With a unified service and project management platform, TeamDynamix customers can focus on their mission to deliver tangible outcomes for their communities.



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