

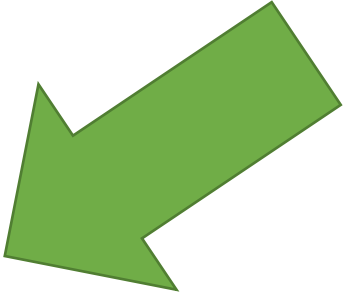
Shared Services Organization

Q2 October – December 2017

Survey Feedback

Common Themes and Implementations

Q2 Survey Feedback Matrix 2017-2018		
		Implemented
		In Progress
		Action Needed
Common Themes	Survey Feedback	Tools and Feedback Implementation
Processing Time	<i>Time to submit a request</i>	Functional Area Checklist Tool
	<i>SSC work doesn't offset department level work</i>	Client Newsletter
	<i># of days to process</i>	Partner Workflow Tool
	<i>Urgent matters – Quick to Respond</i>	✓ SSO Doing Well
Processes/ Workflow	<i>AggieService Topics and Categories</i>	Knowledgebase
	<i>Case Submissions (What's required?)</i>	Functional Area Checklist Tool
	<i>Inconsistencies between processors</i>	Accountability Matrix AggieService SLAs
Communication	<i>Notifications, Status (Ability to track)</i>	✓ SSO Doing Well
	<i>Workflow Partnerships / Visibility</i>	Partner Workflow Tool
	<i>System Notes</i>	✓ SSO Doing Well
	<i>Unique Activity - Seasonal & Department, Organizational</i>	Ambassador Visits
	<i>Inform clients of what is going on within the SSC (Pro-active communications)</i>	Client Newsletter
	<i>Holiday workflow & deadlines</i>	Client Newsletter
Staff Knowledge, Customer Service	<i>A lot of good work being done</i>	✓ SSO Doing Well
	<i>Basic knowledge could be improved in some circumstances</i>	Internal Team Training
	<i>Overall staff knowledge</i>	✓ SSO Doing Well
Training	<i>AggieService</i>	Knowledgebase Webinars
		Staff Development/Learning Center
	<i>Accountability – Roles/Responsibilities (More assistance requested)</i>	Accountability Matrix / SPAs re-defined
	<i>Tools</i>	Checklist Tool
		Partner Workflow Tool
		Accountability Matrix / SPAs re-defined
	<i>Knowledgebase</i>	Knowledgebase
	<i>Regularly Offered Trainings</i>	Webinars
	Staff Development / Learning Center	



Implemented
In Progress
Action Needed

Key Implementations

❖ Tools

- ✓ Functional Area Checklists
- ✓ Partner Workflow Matrix
- ✓ Template Tools for case types

❖ Engagement Communications

- ✓ Client Newsletter
- ✓ Ambassador Visits

❖ Consistency in Process

- ✓ AggieService SLAs

❖ Resources

- ✓ Knowledgebase

❖ Training

- Internal Team Training / Cross-Training
- Future Webinars
- Staff Development/Learning Center

Common Feedback Themes

- **Timeliness of Processing**
 - Time to submit a request
 - Department level work not offsetting
 - Processing Days
 - Urgent matters – quick to respond

- **Clearly Defined Processes**
 - AS Topics and Categories
 - Case Submissions (What's required)
 - Inconsistencies between processors

- **Communication**
 - Notifications, Status (Ability to track progress)
 - Workflow Partnerships / Visibility
 - System Notes
 - Pro-active communications during key seasons (i.e. open enrollment, holiday calendars, transitions, Informing clients of what's going on)

- **Staff Knowledge, Customer Service**
 - A lot of good work being done
 - Basic knowledge could be improved in some circumstances, transitions

- **Training**
 - AggieService
 - Accountability – Roles/Responsibilities (More assistance requested)
 - Tools
 - Knowledgebase
 - Consistent Themes in Training / Regularly Offered Trainings