

SACS Interim Report

Assessing Effectiveness - The HUB

The HUB makes comment cards available to all clients at our walk up locations as a part of the University wide "Tell Me" program. Comment cards for this program were modeled after comment cards previously utilized by the HUB. The information gleaned from these cards is used in two ways: 1) to motivate staff to continue providing excellent service and 2) to help identify training issues and areas for improvement. Comment cards are posted in the walkup locations for all to read. Quality of service email spot checks are sent by the department director regarding recent services and client satisfaction with HUB staff, service and environment.

Each spring a University survey asks for a rating on support by the HUB. The average rating for the past five years is four out of five. This rating supports the information received via the comment cards and email spot checks.

The HUB tracking system reports that over the past five years the average annual number of service requests is 36,924. Student requests for repair or assistance total 26,723. The HUB facilitates an average of 26 workshops in the classroom for faculty and 808 individual assistance workshops for students each academic year; The continued demand for these workshops and individual assistance helps the HUB determine direction for future workshops as well as provide a roadmap for incoming service trends.

Reports shows that over the past five years the first call resolution (FCR) for virtual services has increased from 74.6% to 86.99%; the benchmarked national average is 68%. Call center metrics were not available to us prior to 2003 and the low mark motivated the phone staff to utilize and seek all tools available for remote technical support. This resulted in an increased efficiency of 12% within five years. The HUB continues to monitor virtual requests received and compare them to the number of non escalated requests for service in our ticket tracking system to determine the FCR percentage. All data is used to project service needs and trends.