

**Campus Service Center
Service Level Agreement
450 30th St., Suite #2830
Tel: 510.869.1550**

Mission Statement

The Campus Service Center (CSC) is the first contact for assistance in the Offices of Financial Aid, the Registrar, and Student Accounts. Services provided by the Campus Service Center include: Pick up refund checks, pick up alternative loan checks, questions about tuition statements, transcript requests, enrollment/degree verifications, form and petition pick up and drop off; address changes, registration, scholarship applications, verification documents, pick up loan applications, basic financial aid overview and scheduling of financial aid or payment plan counseling appointments. The Campus Service Center also receives, reviews and processes all documentation for newly hired student employees and all weekly timecards for student employees.

Knowledgebase

SMU students rely heavily on the Campus Service Center (CSC) to keep up with their tuition payments, financial aid and schedules. Since more remote sites are being added, the CSC has expanded its outreach and support.

Overall the CSC serves as the primary contact point, initial information source and accessible communication channel for matriculated students. The CSC Assistants are trained, readily available and willing to do the following with the utmost professionalism and diplomacy:

- Respond to students who have inquiries via telephone, email and in-person.
- Assist students with problems, issues or resources as appropriate.
- Serve as primary liaison between students and the offices of Student Accounts, Financial Aid and Registrar.
- Assist stakeholders (FA, SA, Registrar, and occasionally other E&SS offices, OP and Academic Affairs) with special projects as needed (student background check documentation, misc. research, mailings, graduation regalia, other).
- Ensure that the required service levels are reasonable and are being met.

Features

The purpose of this SLA is to:

- Outline CSC servicing functions by Requester (in most cases students) and Office (the CSC directly supports Student Accounts, Financial Aid and Registrar).
- Determine guidelines for response and resolution time
- Provide a tool for measuring performance and tracking service at pre-defined time intervals.

Benefits

- Promote proactive customer service management.
- Ensure that reasonable expectations are set for the CSC to service students, staff and stake holders based on staffing, work flows, volumes, resources and deadlines.
- Help to reach high service delivery satisfaction relative to the service expectations.
- Establish a basis for communication and feedback for our audiences, partners and stakeholders based on performance.

Performance Mapping

- CSC Assistant accountabilities are established annually, reviewed and refined bi-annually and incorporate a number of service level guidelines. Each CSC Assistant's performance is assessed based on measurements in the areas of service, quality, technical and teamwork.
- The CSC has created a procedures manual with screen shots and service guidelines. This manual is updated on a regular basis for training purposes.
- A telephone tracking system (Symposium software) is in place for quality reporting around: # of calls received broken by time/day/month/year, wait time in the queue, average length of call, etc.

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IQ Web self-service portal

Update/refine SLA so that:

- Duplication of effort is eliminated with a centralized solution repository.
- Effective sharing of knowledge improves overall productivity.
- Users get consistent answers irrespective of the technician servicing their request.
- Faster first call resolution.
- With IQ Web, student will be able to pay bills, register and do other functions 24X7 from a web browser.
- Differentiates the routing of inquiries to the CSC from the Help Desk
- Reduces the load on our partners and stakeholders.
- Increases partners work efficiency and performance.

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Basic Service

Hours of operation: Monday-Friday: 8:00am-5:00pm
Telephone hours: Monday-Friday: 8:00am-5:00pm
Response times for inquiries received via:
<p>1) Telephone: Calls are distributed through Symposium Call Center software to each of the three CSC assistants based on their availability. Once the call is distributed, the CSC Assistant answers within 3 rings.</p> <ul style="list-style-type: none">• If all lines are busy, callers receive a recording placing them on hold for one minute and then given the option to leave a voicemail message of any length.• Voicemail messages are checked every three hours and are responded to by the end of the current business day. During peak volume days (when there is a steady stream of drop in visitors, lines of 3+ students forming outside of Suite #2830 along with emails, faxes and telephone inquiries) voicemail messages are checked twice a day and calls prior to 2pm are responded to by the end of the business day. Calls coming into voicemail after 2pm are responded to by 2pm the following day.
<p>2) In person: Priority assistance is given to students who visit the CSC in person because of their tight academic schedules.</p> <ul style="list-style-type: none">• During peak volume times, wait time will not exceed 10 minutes. Visitors are requested to sign in so they can be assisted on a first come, first served basis. Student Accounts, Registrar and Enrollment & Student Services staff will assist as available.• Because of billing and financial confidentiality and limited facility space, CSC Assistants each serve no more than one student at a time.
<p>3) Outside of hours of operation: Between 5pm on Friday and 7:30am on Monday Symposium places a recorded message that gives callers the CSC hours of operation and invites callers to call back during regular hours or leave a voicemail message. Customized recorded messages are placed on the system through Symposium covering each University holiday.</p>
<p>4) Email: Messages are checked every three hours and are responded to by the end of the business day. During peak volume days, Email messages are checked twice a day and calls prior to 2pm are responded to by the end of the business day.</p>
<p>5) Inter-office mail box: Contents of the CSC mailbox is checked twice a day. Distribution/notification of mail to other departments is immediate.</p>
<p>6) Fax: The fax runs 7 X 24 and is checked twice a day for documents to process. Response time is within one business day.</p>
<p>Courier Service (UPS CampusShip): The CSC is the Oakland Campus 'clearing center' for offices that are sending documents to any of the other 4 campus sites: San Francisco Learning Center, St. Mary's Medical Center, San Mateo Learning Center, Sacramento Learning Center. Courier service for every campus site as follows:</p> <ul style="list-style-type: none">- Delivery: Monday through Friday by around noon- Pick up: Monday through Friday by 3:30pm (for next day delivery)- Notification: The CSC notifies all Oakland campus offices (via phone and/or email) of the arrival of any courier mail or packages. Remote sites receive pre-notification of any refund or loan checks send out by the CSC (see Student Accounts and Financial Aid below)- Tracking: A tracking binder is maintained in the CSC for all documentation being sent out of Oakland.

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Student Accounts

<u>Service Performed</u>	<u>Timing</u>
<ul style="list-style-type: none"> • Screen/update/respond to student inquiries concerning their accounts (may include current, past and future tuition, billing and financial aid) 	<p>Within one business day.</p>
<ul style="list-style-type: none"> • Receive student payments and post to student accounts 	<p>Within one business day.</p>
<ul style="list-style-type: none"> • Post Admission deposit fees 	<p>Within one business day.</p>
<ul style="list-style-type: none"> • Run credit card cash receipts 	<p>By 5:30pm the end of each day unless directed otherwise.</p>
<ul style="list-style-type: none"> • Distribute refund checks to students with balances <ul style="list-style-type: none"> - Within receipt of the check from Student Accounts, document the balance due, hold the check in the secure file for the student to pick it up, notify the student via email and/or phone according to their instructions. - Receive and post payments to the student's account - Print statements with payment as receipt - Maintain a log of students who pick up their checks (a photo i.d. is required). 	<p>Within one business day (upon receipt of check from the Student Accounts)</p>
<ul style="list-style-type: none"> • Distribute refund checks to students who do not owe balances <ul style="list-style-type: none"> - Within receipt of the check from Student Accounts, hold the check in the secure file for the student to pick it up, notify the student via email and/or phone according to their instructions. - Receive and post payments to the student's account - Print statements with payment as receipt - Maintain a log of students who pick up their checks (photo their i.d. required). 	<p>Within one business day (upon receipt of check from the Student Accounts)</p> <p><u>CSC pick up:</u> students are notified within one business day that their check has arrived and is being held for them at the CSC,</p> <p><u>Delivery to remote sites:</u> If check and documentation are received at the CSC prior to 3pm, they are mailed out overnight on the same day via internal courier (CampusShip) for next day delivery at approx noon.</p>
<ul style="list-style-type: none"> • Call When Ready List <ul style="list-style-type: none"> - Solicit names of students who wish to be called when their refund checks arrive at the CSC. - Notify students that their check has arrived. 	<p>Within one business day (upon receipt of check from the Student Accounts)</p>
<ul style="list-style-type: none"> • Print statements for students 	<p><u>Requests in person:</u> respond immediately</p> <p><u>Requests via telephone or email:</u> mail out response within 8 hours of receipt of request</p>

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Financial Aid

<u>Service Performed</u>	<u>Timing</u>
<ul style="list-style-type: none"> Screen/respond to/respond to student's questions/issues about their scholarship and loan applications prior to referring them to a graduate or undergraduate advisor in the Financial Aid Office. 	Respond within one business day or 8 hours of request receipt.
<ul style="list-style-type: none"> Receive and process award letters and supporting documentation. 	Respond within one business day or 8 hours of request receipt.
<ul style="list-style-type: none"> Receive scholarship applications, date stamp and hold. 	Respond within one business day or 8 hours of request receipt.
<ul style="list-style-type: none"> Check status of loans and general financial packages on PowerCampus. 	Respond within one business day or 8 hours of request receipt.
<ul style="list-style-type: none"> Assist students/parents in filling out paperwork for student loans. 	Respond within one business day or 8 hours of request receipt.
<ul style="list-style-type: none"> Enter into PowerFaid all student financial aid data submitted and returned from their FA packages. 	Update within one business day or 8 hours of request receipt.
<ul style="list-style-type: none"> Process alternative loan checks upon receipt <ul style="list-style-type: none"> Enter loan check info. into PowerFaid Contact student to notify him/her of check's arrival. When student comes into CSC, post the check to student's account, or turn the check over to student with endorsement from Student Accounts office. 	<p><u>CSC pick up:</u> students are notified within one business day that their check has arrived and is being held for them at the CSC,</p> <p><u>Delivery to remote sites:</u> If check and documentation are received at the CSC prior to 3pm, they are mailed out overnight on the same day via internal courier (CampusShip) for next day delivery at approx noon.</p>

Registrar

<u>Service Performed</u>	<u>Timing</u>
<ul style="list-style-type: none"> Assist students with completing the following documents/forms, review for accuracy and forward to Registrar's Office: Transcript Requests, Petition for a Leave of Absence, Withdrawal Form, Transfer Credit Approval Petition, Petition for Graduation, Registration, Add/Drop Class, and Verification of Enrollment. 	Respond within one business day or 8 hours of request receipt.
<ul style="list-style-type: none"> Process requests for degree verifications according to FERPA regulations; update the degree verification log on the F drive 	Respond within one business day or 8 hours of request receipt.

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Registrar

<u>Service Performed</u>	<u>Timing</u>
<ul style="list-style-type: none"> Process requests according to FERPA regulations for unofficial transcripts 	Respond within one business day or 8 hours of request receipt.
<ul style="list-style-type: none"> Process requests according to FERPA regulations for enrollment verification 	Respond within one business day or 8 hours of request receipt.
<ul style="list-style-type: none"> Update address information on PowerCampus 	Respond within one business day or 8 hours of request receipt.

Student Time Cards

<u>Service Performed</u>	<u>Timing</u>
<ul style="list-style-type: none"> Update and provide New Employee Packets to all Students who are Work Study Eligible for accurate completion. 	Respond immediately and ongoing with each new student inquiry.
<ul style="list-style-type: none"> On a bi-weekly basis, receive and process all SMU Student Time Cards for all scheduled payment dates according to Student Work Study, Student Employment, SMU Payroll and Accounting guidelines. 	Submit accurate, completed time cards to Pay Roll for each scheduled pay period within 24 hours of receipt of the time cards. Time cards are requested to be submitted by 4pm on every other Thursday. CSC delivers time cards to Pay Roll by 4pm on Friday.
<ul style="list-style-type: none"> On a bi-weekly basis, receive and process Student Time Cards for all unscheduled payment dates known as 'late time cards' according Student Work Study, Student Employment, SMU Payroll and Accounting guidelines. 	Submit accurate, completed time cards for each unscheduled pay period within 24 hours of receipt of the time cards. Time cards are submitted by 4pm on every other Thursday. CSC delivers late time cards to Pay Roll by 4pm on Friday.
<ul style="list-style-type: none"> Research time card payment inquiries and questions. 	Respond to inquiry within 24 hours to requestor.