
Chapter 5: Program Initiatives to Improve Performance

“How do you propose improving future performance?”

**When proposing an initiative(s), use the following structure for each initiative proposed:*

Initiative Title

Initiative #1

Describe Initiative

Reduce Students First! Hours from being open to students 50 hours a week to 46 hours a week.

Why do it?

We are experiencing overtime expenses daily, because our phone and lines are too long, to be able to take care of everyone's needs by the close of business. Because our SF! Staff must perform fifteen minutes of accounting at the close of each day, having to respond to students in line and on the phones after we have closed, can take as much as a half-hour to an hour longer in the day.

What will the product of this initiative be?

By reducing our hours at the end of the day, SF! Team members can use the final hour to respond to callers already in the queue, read and response to e-mails and to close out the accounting processes.

What is the need or intended use?

Again, we cannot successfully respond to those students in line when our hours have ended and those on the phone, without each SF! Team member incurring up to hour of overtime. We need to reduce costs in Enrollment Services and this is an easy solution.

Is it feasible?

A recent poll of hours of operations for units similar to Students First! at our sister community colleges have proven that this is extremely feasible. As long as we have at least one evening where we are open later than 5 p.m. and we coordinate our hours with Counseling and Advising and the Testing Office, this is very feasible.

What would be the campus location of this request/project?

Enrollment Services/Students First!, Building #1, Student Services

How many students (per year) will benefit?

Non-measurable

How will students benefit?

The intangible benefit will be a less stressed out Students First! team that has time to effectively do their job without consistently having to work longer than the contracted forty hours a week.

Describe the resources needed

Permission to do so. There is no cost involved with this.

List the possible funding sources

- *Can this project be partially funded?*
- *If so, what minimum cost?*

➤ *Provide ORG & PROG codes*

How does this project articulate with the college's vision, mission & goals and contribute toward meeting the President's/Board's approved goals?

This will result an increase in financial stability, as we will be significantly decreasing our use of overtime funding.