



Project Overview Statement

Executive Summary

Project Title: Re-routing Student Information Requests to AskUs
Project ID: 162
Last Updated: 4/19/2007
Project Leader: Jane Grell/Ed Key
Department: Response Center/Registrar
Executive Sponsor: Silvia Husain

PROJECT BUSINESS CASE

Project Overview

What we would like to see happen is to automate the Student online System emails and have them go to askus@broward.edu

- Printing a report of the student requests from the mainframe.
- Usually one person has to answer the requests. If the system is busy it will take awhile to print.
- Then we need to go to different screens to input what information has been sent. The process takes too long.

Business Goals

We gain a great value by changing this process to an automated system.

- No longer printing reports and wasting paper.
- Everyone can go into the system to respond to emails much quicker.
- The information will be archived and we can go back to see the records/emails.

Success Factors

I have implemented the Auto Responder to our Student GroupWise emails. This has cut down the amount of requests and responses.

- By re-routing the requests we receive from the Student online System to the askus@broward.edu we are streamlining our methods to reach out to students.
- Students will receive a much quicker response.
- It will improve our Customer Service to the public.