Agenda

- Niner Central Services
- Niner Central Origin & History
- UNC Charlotte – Student Focused Culture
- Timeline
- Organization
- Questions
Niner Central

UNC Charlotte’s student services center providing a progressive solution to simplify for students and families access to financial aid, billing & student accounts, registrar services...

“...and everything else.”

“Reduce student ping-ponging between administrative departments.”
Student Reasons for leaving

Why Students Left College 2016

- Treated Poorly/Bad Service: 24%
- College Did Not Care About Me: 19%
- Not Worth the Time and Money: 13%
- Personal Problems: 13%
- Money Issues: 13%
- Poor Grades: 8%

- NRaisman & Associates
Leadership:
Project Launch July 2016

- Project Champions
  - Dr. Dubois and Dr. Lorden
- Steering Committee:
  - Tina McEntire-Associate Provost, Enrollment Mgmt
  - Patrick Versace-Asst. Vice Chancellor for Enterprise Applications, ITS
  - Laura Williams-Controller, Business Affairs
- Consultant: Nancy Sinsabaugh
- Project Manager: Katie Ramstack
Operations Planning Group (OPG)

- Katie Ramstack (Project Manager)
- Bruce Blackmon (Financial Aid)
- James Birkett (Graduate School)
- Diane Bizzell (ITS)
- Alyson Ebaugh (Human Resources)
- Chris Garcia (Call Center)
- Kathryn Horne (Facilities)
- Chris Knauer (Registrar)
- Lisa Meckley (Enrollment Management Communications)
- David McIntosh (ITS)
- Heather Vetzner (Student Accounts)

Subcommittees:
- Virtual Redesign
- Space
- Business Process Redesign
- Human Resources
- Change Management
- Communications
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Red highlight indicates peer institution
UNC Charlotte - Student Focused

Create a new culture of world class, student-focused service

- Putting ourselves in student’s shoes

Utilize holistic approach to accurately resolve multiple student issues

- Cross-trained staff assisting students with multiple cross-departmental issues promoting student success and retention

Minimize referrals to other administrative offices on campus

- Eliminating the ping-pong effect

Help students easily and efficiently navigate many student services

- Empowering students to fully utilize online services

Improve technology tools to empower students

- Offering 24/7 online services

Streamline business processes

Goals
Niner Central Operations Timeline

**APR**
- Town Hall Meetings
- Post Jobs
- Screen applicants
- Conduct interviews

**MAY**
- Selections/Offers

**JUN, JUL, AUG**
- Cross-Training: Customer Svc Culture Tues/Thurs 8-10

**Sept-Nov**
- Cross-Training Rules & Tools & Customer Svc Culture: Mon-Fri 8-5 pm

**NOV**
- Niner Central Launch
When and Where?

Target Launch:
November of 2017

Location:
Cone-Candy Counter
Hours of Operation

8:00 am - 6:00 pm
Monday - Friday

Additional flexible hours: During peak times and special events – SOAR, EXPLORE, etc.
Updates

Please check back at our project website:

enrollment.uncc.edu/niner-central