



UW-Stout

Student Centered Business Services

**UW System Board of Regents
Business & Finance Committee**

Lucy Nicolai, Assoc. Director of University
Centers (Student Life Services)

Joe Krier, Director of Technical Resources,
Budget & Operations (Student Life Services)

Jane Griffiths, Bursar

The Right Campus Environment



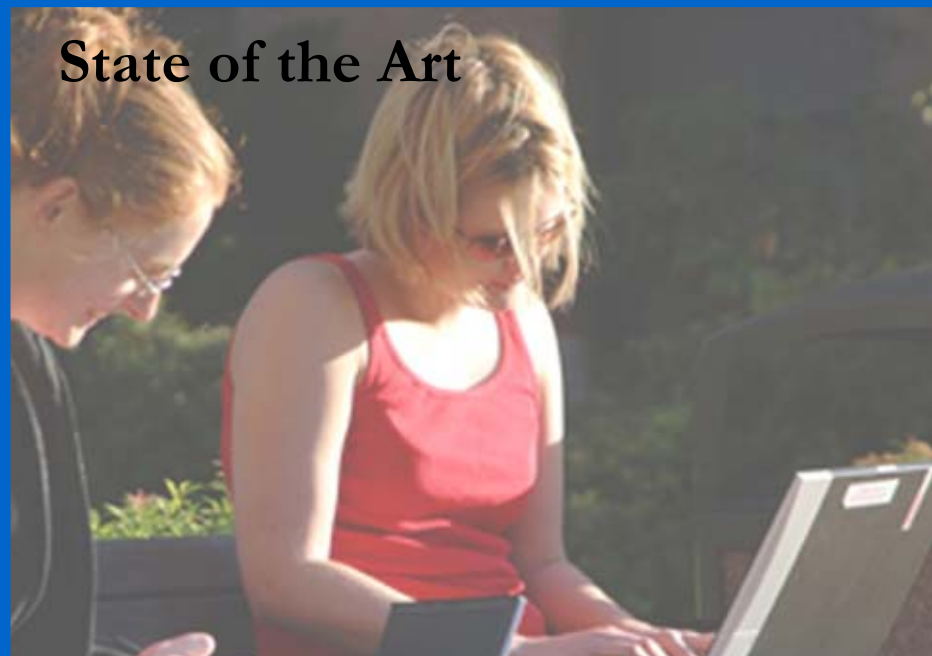
Student Centered



Streamlined



Self-service



State of the Art

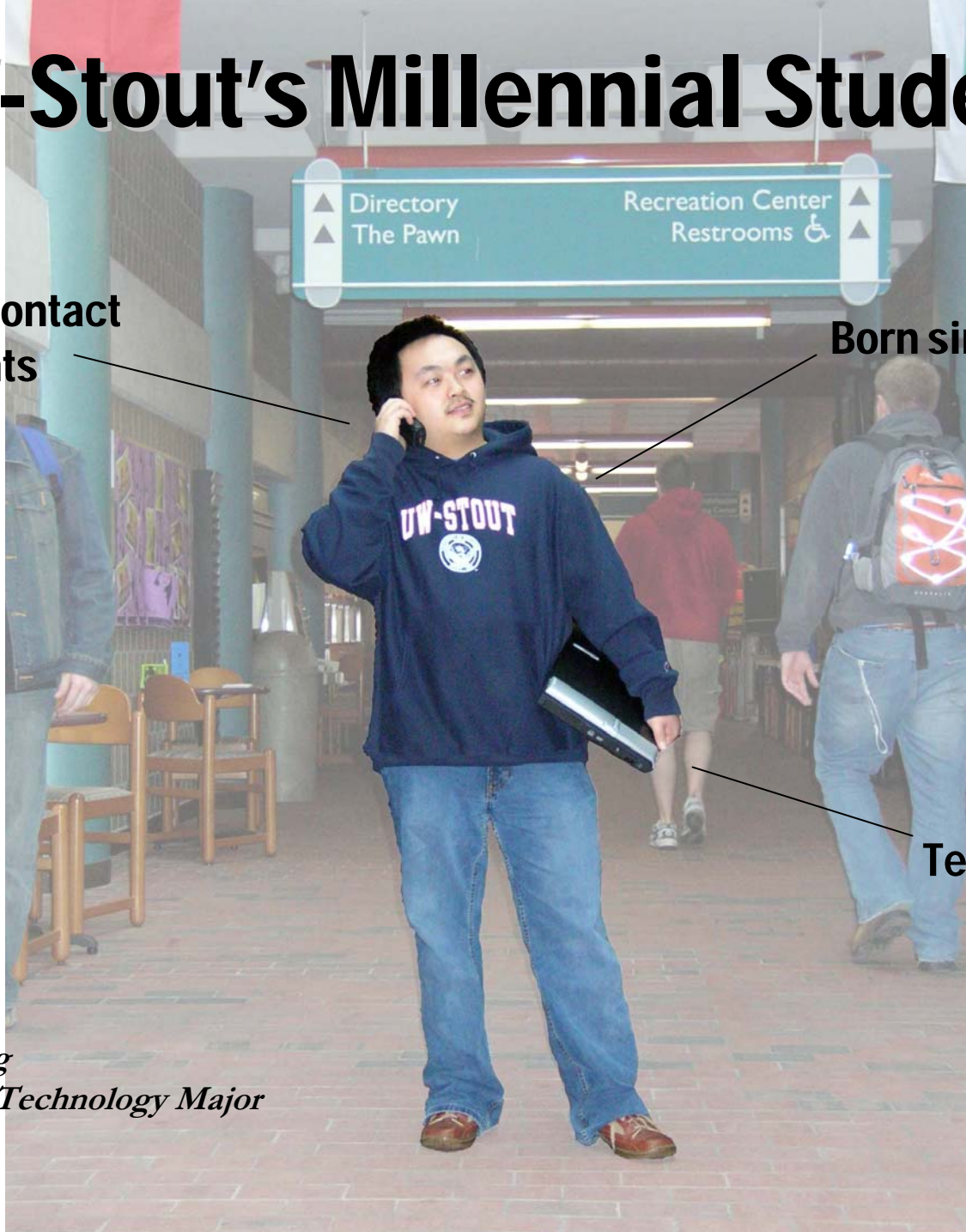
UW-Stout's Millennial Student

Frequent contact
with parents

Born since 1982

Tech Savvy

Addison Vang
Engineering Technology Major



e-Commerce

University ID

Universal
Debit/Check
Bank Card

On-Campus
Dining Service
Library & Flex
Card

Payroll Direct
Deposit Card

Building
Security Access

Financial Aid Refund
Disbursement Card



e-Commerce

Student and University Benefits

- **Efficient**-One card for all functions
- **Convenient**-Immediate services for students world-wide
- **Timely**-Electronic transfer of Financial Aid
- **Easy**-Simple and free for parents to transfer \$ to students' accounts
- **Effective**-Improved facilities security and occupant safety



e-Commerce Efficiencies

One Time Savings

- \$40,000 savings for carding of the campus
- Vendor paid for all implementation costs

Annual Revenue

- \$10,000 Commissions

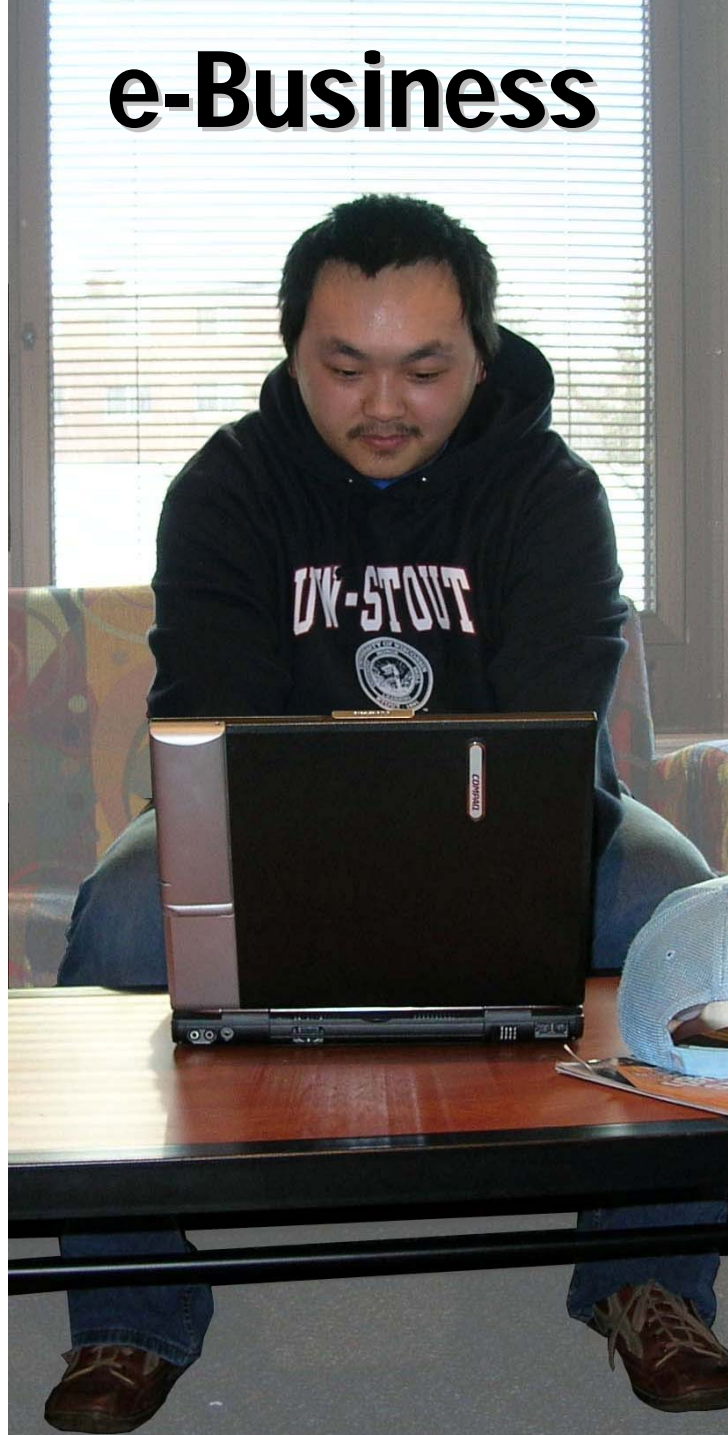
Annual Savings

- \$15,000 savings on new student carding
- \$7,500 Business Office labor and operating savings

e-Business



- Students pay tuition on-line
- 3rd party vendor



- Processes Perkins loans on-line
- 3rd party vendor

ECSI

Student and University Benefits

- **Convenient**-24/7 access
- **Efficient**-All required financial aid forms on-line
- **Easy**-Perkins loans processed with e-signatures.
- **Timely**-On-line billing decreases late payments.
- **Personal Touch**-
Frees up staff to provide one-on-one assistance.



TouchNet

Student and University Benefits

- **Convenient**-Tuition can be paid on-line 24/7 from around the world.
- **Easy**-Multiple methods to pay tuition
- **Free**-No service charge for ACH/web-check payments
- **Timely**-Payments reflected immediately on students' accounts.
- **Personal Touch**-Allows staff time to provide financial counseling to students.

The screenshot shows the 'WebPay' interface for the University of Wisconsin-Stout's ACH Payment System. At the top, a blue header bar contains the 'WebPay' logo and navigation links: '1 account info', '2 agreement', and '3 receipt'. Below the header, a welcome message reads: 'Welcome to University of Wisconsin-Stout's ACH Payment System! Please refer to the sample check below to assist in identifying your bank's routing number and your bank account number.' A sample check is displayed with labels for the 'Routing Number' (23456789) and 'Account Number' (12345678901001). The 'Banking Information' section includes a dropdown for 'Account type' (set to '-Account Type-'), input fields for 'Routing number' and 'Account number', and text boxes for 'Your name as on the account', 'Street Address', 'City', 'State' (set to 'Wisconsin (WI)'), and 'Postal Code'. The 'Amount Paying' is set to '\$ 821.42' with a note '(Maximum = \$821.42)'. At the bottom, there are 'Cancel' and 'Continue' buttons. The footer features the 'powered by TouchNet' logo.

e-Business Efficiencies

- No lines at the Bursar's window
- \$4,025 annual savings in reduced paper, printing and postage
- \$3,000 annual savings in reduced LTE assistance
- More than 1,000 free web-check payments in the first two months.
- Expressed customer satisfaction

e-Communication Facility Maintenance System

The screenshot shows a web browser window titled "Facilities Request - Microsoft Internet Explorer". The address bar shows "http://144.13.47.138/content/RequestFacilitiesRequest.asp". The page header includes "SLS - Facilities" and navigation links: "UW-Stout Homepage", "ASKS888", "Search Stout", "News & Events", and "UW-Stout Live". The main content area has a welcome message and instructions for submitting a request. The form includes fields for "Building of request" (a dropdown menu showing "None Selected"), "Room of concern" (a text box), "Requestor's first name", "Requestor's last name", "Requestor's phone ext." (with an "X-" prefix), "Requestor's Email address" (with a "@uwstout.edu" suffix), and "Select a category" (a dropdown menu showing "None Selected"). There is a "Description of Problem (maximum of 255 characters)" text area and a "Submit Request" button. The footer indicates the page was "Updated 12/5/2003 12:51:05 PM" by "Wheeler, J. Zelleke".

Resident Hall Students

Need based services

- Electrical
- HVAC
- Plumbing
- Custodial

Automated response &
scheduling

e-Communication

Student and University Benefits

- **Convenience**-Services accessible on-line 24/7
- **Efficient**-Track department trends to improve customer service
- **Timely**-Immediate response to request



e-Communications Efficiencies

- 61% of requests completed within 2 days
Improved from a 5-7 day turn-around
- 84% of requests completed within one week
Improved from a 7-14 day turn-around
- Increased satisfaction among residents

UW-Stout Student Centered Business Services

- New & Enhanced Services
- Cost Savings

