

Service Improvement Area: Financial Aid, Registration, Student Accounting

Service Goal: Protect Student Identity and Privacy

Eliminate wherever possible the use of Social Security Number as a primary identifier for gathering and/or retrieving student information. When use of SSN is required, develop and implement appropriate procedures to secure that information at all times.

Area Service Improvement Summary:

- **Web Statement of Account**

The nine-digit student number and personal access code are used to log on, but no display of information on screen.

- **Cash Registers**

Swipe cards used to access records, eliminates the need to ask student for SSN to process payments.

- **Student Accounting/Financial Aid**

Offices are equipped with number keypads at the counters. Students are asked to enter their ID numbers by using the keypads, eliminates the need to ask student for SSN to access data.

- **Physical Security**

- Financial Aid, Student Accounting and Cashiering are fully alarmed and/or have electronic surveillance.
- Reports that contain confidential, private student records are secured and locked in file cabinets or locked in desks.
- All personally identifying information is discarded in special locked containers and disposed of through a hired third party bonded vendor who performs confidential document destruction.
- All staff have paper shredders at their workstations.

- **Gramm-Leach-Bliley Act Compliance**

A committee, comprised of members from an array of university offices, developed a University Safeguards plan and policy to: protect against disclosure of consumer private information, which includes social security number; protect against any anticipated threats to the security and integrity of private information, and guard against the unauthorized access or use of student private information.

Future Service Improvements:

All student service staff is currently working on the complete elimination of SSN as both the primary student identification number and as the primary data key for student service systems. This project is large in scope and requires the re-engineering of most of the major student systems.

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Service Improvement Area: Financial Aid, Registration, Student Accounting

Service Goals: Expand Web-based Services

- Expand and enhance the delivery of critical student services via the web.
- Make online services available to students 24/7.
- Make web-based services completely interactive.

Area Service Improvement Summary:

- **Web-Based Services:** The following are the current online services provided by the combined student service departments. In developing each of these applications, the objective was to plan and implement an electronic “enrollment pathway” providing students with online services from the point of applying for admission to applying for graduation. Each of the services below has been developed to comport with that objective and to provide a seamless and integrated online experience for students.
 - Admission Application.
 - Financial Aid Application.
 - Class Schedule.
 - Course Registration.
 - Term Grade Reporting.
 - Statement of Accounts.
 - Term Bill Payment.
 - Financial Aid Awards.
 - Financial Aid Requests for Documentation.
 - Loan Promissory Notes.
 - Loan Counseling (Entrance and Exit).
 - Online student survey to measure service quality.
 - Expanded use of student email and listservs to improve delivery of important notices.
- **Extending Online Hours**
 - Adjusted hours of registration to begin at 10:00 pm instead of 6:30 am.
 - All web-based services available 24/7.

Future Service Improvements:

- Develop student services on MyRutgers portal to allow students to customize their view of online student services.
- Integrate the alert function of MyRutgers to enhance communication concerning students’ financial accounts, financial aid status, holds placed on their records, etc.
- Enhance electronic communication to students via email.
- Develop web-based financial aid adjustments.
- Develop web-based transcript ordering system.
- Develop web-based graduation application.
- Develop web-based degree audit program.
- The Office of Financial Aid will provide better publicity about our scholarship search and other available services using the student listservs and MyRutgers.

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Service Improvement Area: Financial Aid, Registration, Student Accounting

Service Goal: Establish Satellite Offices and Extend Service Hours

- Reduce the need for students to travel to multiple campuses during peak hours.
- Eliminate lines at student service counters.
- Allow students to resolve all student service issues at one location in one visit.

Area Service Improvement Summary:

- **Satellite Offices**
 - Provided critical student services at each campus (Busch, College Avenue, Cook/Douglass and Livingston) from first day of move-in through mid-September.
 - Established coordinated Financial Aid, Student Accounting and Registration offices at each campus in a “one-stop” location.
- **Extended Hours**
 - Financial Aid, Student Accounting, Registration offered office hours from 8 am until 8 pm Saturday, August 28 through Friday, September 3.
 - Service hours at Student Accounting, Cashiering, Financial Aid and Registration were extended until 6 pm on Wednesdays through the middle of each term.

Future Service Improvements:

- Solicit feedback from students on effectiveness of both the satellite operations as well as extended hours. Using feedback, modify the current plan to meet the changing needs of students, in light of construction projects, new class hours, etc.
- Communicate the availability of these services more effectively.
- Student Services will undertake both the re-naming of the satellite offices as well as better promoting their use and the available extended hours.
- Student Services will pursue the "Seminar in Student Services" suggestion (non-credit and voluntary) to give students an opportunity to learn about new developments in the student service areas and to assist students in understanding which office provides which services.

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