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CU I&E: New Submissions Promote Shared Services, Employee Evaluations, and Accessibility Resources [1]

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We have three recent submissions to the CU Innovation & Efficiency (CU I&E) Awards Program [2] this week. Take a look at what your colleagues are doing to improve how CU works:

Enhancing Stakeholder Service with an Automated Service Desk

On the Boulder Campus, the Student Affairs Business Services office has a full plate, providing shared procurement and travel services so that 30+ other departments in the Division can focus on their critical missions.

To enhance efficiency, transparency, and workforce management for their team, Kelly Smith and Heather Cassell developed a full-service ticketing system to centralize intake and communication and to provide automated approvals. The automated service desk simplifies how requests, documents, and information are submitted and processed – and provides stakeholders with visibility into the status of their requests.

Staff report that the system helps them be more organized and efficient, and management appreciates the ability to monitor over 1,200 requests/month and to redeploy resources to minimize delays and bottlenecks.

Student Employee Evaluation Policy

ALTEC – the Anderson Language and Technology Center at Boulder – employs a number of students in a variety of roles and is committed to preparing them for success in the professional world as well as the academic. As a result, a team including Anne Hudson, Mackenzie Teepen, Lindsye Law, Mindy Elizabeth, and Ayelen Costa developed a policy document on evaluating student employees. The document promotes best practices for supervisors of student employees by providing guidelines on goal setting, reviews, raises, and exit interviews.

Under the new universal guidelines, both supervisors and student employees rely on an equitable, transparent development and assessment process. With structured evaluation plans in place, the student employees receive constructive feedback, achieve regular salary increases and advancements, and bolster their resumes with pertinent experience. They also gain valuable insights into the dynamics of full-time employment and the characteristics of a supportive workplace.

Accessibility Resource Guide for ALTEC

Another ALTEC innovation is the Accessibility Resource Guide.

Anne Hudson and Mackenzie Teepen created this comprehensive tool to streamline the process of finding accessibility, disability, and accommodation services offered by different offices across the Boulder Campus.

Staff at the Center use the guide to improve their knowledge base for patrons of ALTEC community space, for purposes of staff workshop/event planning, and for advising visitors.

The Accessibility Resource Guide demonstrates ALTEC's overall commitment to inclusivity, as well as the value the organization places on customer service and support to the students, staff, faculty, and world language learning community.

Want to learn about these, and other submissions to the CU I&E Awards Program? Check out our CU I&E Current Submissions [3] website.

And remember: this year's Awards Program is still accepting submissions ... until Sunday, March 31.

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