Student Administrative Services Phase I Working Group Charges

The following charges for student administrative services working groups are drafts only. Each group is assigned the responsibility for refining its charge. Common goals for each group include gaining a solid understanding of current business processes, identifying best practices at Bryn Mawr and elsewhere, leveraging existing technology (including existing functions we are not using), streamlining operations, and optimizing service for all students. While each group is distinct, there are no walls built around them. We will need to be vigilant about ensuring that how each group relates to one another remains top of mind. It may be the case that the work of one group could be assisted by the work of another.

Admissions
This group is charged with understanding the current business processes of the undergraduate, GSAS, GSSWSR, and Post-Bacc admissions operations. Specifically, the group will look at how to leverage the resources of each other to streamline inquiry, application, and admission processing to create efficiencies and optimize results and student service for all programs at the College.

Student Financial Services
This group is charged with understanding the current business processes of the financial aid and controller’s offices as they relate to financing undergraduate, graduate, and post-bacc student educations and recommending changes to those processes. It is also charged with understanding “best practices” in student financial services implemented at other institutions. The group will look at how to leverage the resources of each office to provide a more seamless experience for all students and families in terms of providing excellent service for financing a Bryn Mawr education.

Student Employment
This group is charged with the dual role of streamlining the administration of student employment to optimize service to our student employees and college employers as well developing a vision for how on-campus employment can be used as a strategic advantage for the College. For example, this group could investigate opportunities to use students as employees in a more strategic way to accomplish key College goals as well as prepare our students for jobs after graduation.

Unified Student Experience
This group is charged with developing a unified vision for an excellent student self-service experience. Specifically, the group will investigate the full complement of self-service functions provided in PeopleSoft 8.9 and 9.0 and provide a roadmap for creating a seamless self-service experience across functional areas. Given the cross-functional composition of this group, it will be incumbent upon each person to represent the “holistic” view of the student to their other working group. This group will also consider how to create and excellent “non virtual” student service experience as well.

Survey Response
The results of the student survey conducted in the spring will be provided to each working group for use in their understanding of business processes. In addition, issues raised in the survey that could be resolved immediately without waiting for new business processes will be identified and resolved as soon as possible.
Student Administrative Services Working Groups

Phase I

Admissions
Chuck Rickard (convener)
Lea Miller (GSAS)
Diane Craw (GSSWSR)
Paula Dubin (GSSWSR)
Sheila Gillin (GSSWSR)
Nancy Kirby (GSSWSR)
Mark Freeman (IR)
Darnay Campbell (IS)
Jodi Domsky (Post-Bacc)
Diane Hull, (Post-Bacc)
Ann Eccles (UG Admissions)
Annmarie Hofmann (UG Admissions)
Marjorie Torchon (UG Admissions)

Student Financial Services
Ethel Desmarais (convener)
Diane Craw (GSSWSR)
Teri Lobo (GSAS)
Carole Steiner (Controller’s)
Betsy Stewart (Controller’s)
Kim Folkes (FA)
Christa Williams (FA)
Aaron Tsay (IS)
Darnay Campbell (IS)

Student Employment
Liza-Jane Bernard (convener)
Robyn Barto (FA)
Syndi Bleiweis (HR)
Angela Reason (Dining Services)
Teri Lobo (GSAS)
Michaile Rainey (CDO)
Lisa Zernicke (Conferences & Events)
Christine Eigenbrot (Payroll)
Ellie Esmond (Civic Engagement Office)
Beth Shepard-Rabadam (Provost)

Unified Student Experience
Kirsten O’Beirne (convener)
Diane Craw (GSSWSR)
Kim Folkes (Financial Aid)
Annmarie Hofmann (UG Admissions)
Carole Steiner (Controller’s)
Vince Patone (IS)
David Sturgis (IS)

Survey Response
Maria Wiemken

Phase 2 Possibilities

Registrar
Relationship to Resources/Alumnae
Facilities and Locations