

Qmatic in Student Services

Improve Student Access to Campus Services While Improving Operational Efficiencies



No matter how sophisticated the school's technology for automating student services transactions, there are still key times during the year when the hallways of Colleges and Universities are crowded with students waiting in long lines to register for classes, request career guidance, research financial aid, and seek assistance from a variety of other student services. At the same time, campus bookstores are trying to keep up with the chaos of stampede-like traffic as students pack the aisles looking for course books, supplies, and the latest school apparel.

The Challenge

The challenge that campuses face is a complex one that requires more than the simple installation of rope lines to direct student traffic. What they require is a way to address every aspect of student flow management from self-serve check-in processes and easy, informative waiting, to matching up the right staff member for the service requested, evenly distributing workload amongst staff, tracking statistical data, and analyzing that data to better improve processes in the future.

The Solution

Qmatic Corporation's Student Flow Management application is the ideal solution for campuses of all sizes. Whether divided and spread across campus or concentrated in a single location student services can benefit from improved operational efficiency.

How It Works

Online Scheduling

Simplify scheduling and inform students of wait times with an online calendar system. Students can quickly and easily set up appointments via the Internet 24 hours a day and automatically receive an email/text confirmation for each appointment made. They can access the online calendar to view wait times, avoid long waits, and plan visits when waits are the shortest. They can also receive email or text alerts of appointment openings while busy elsewhere on campus.

Student Registration & Tracking

Upon arrival, students approach a self-service touchscreen kiosk where they select a language, verify their appointment time, or if without an appointment, select a type of service. They then receive a ticket with a ticket number and are directed to a waiting area. The system automatically adds them to the queue and notifies the staff of their presence.

Easy, Informative Waiting

Digital signage can be placed in the student services waiting areas to inform and entertain the students while they wait. Student Flow Management information like next ticket number served and wait time keeps students informed of their position in line while media like a DVD or PowerPoint presentations can entertain them or inform

them of announcements, campus events, and more. Used in campus bookstores, digital signage can be placed in strategic locations to drive sales with marketing campaigns, promotions, and more.

Clear Student Direction

When a member of student services becomes available, they call the next student in the queue. The student's ticket number appears on LED displays in the waiting area and an audio unit announces the ticket number to further ensure that the student's attention has been captured.

Easy Transfer Between Service Departments

Easily transfer students between service departments regardless of the distance between locations, while continuing to track student and transaction information, and department and staff information throughout the process.

Collection of Statistical Data

The Qmatic system tracks statistical information like student arrival time, wait time, and duration of visit; number of students per service category; and number of walk-ins and no shows. This information is available on a daily, weekly, and monthly basis. Reports presenting this information can provide vital information to appropriately staff high traffic services, review employee productivity, and evenly distribute the workload.

Management Information

Analyze system generated data, including historical data, to uncover trends and benchmark employee and organizational performance. Software is deployed across the entire organization allowing for a real-time view of the operation.

Market Back-to-School Promotions

Advertise and up sell in campus bookstores using digital signage. Drive sales with marketing campaigns shown in strategic locations to promote books, school supplies, computers, apparel, and more.

Manage Fluctuating Traffic

Manage and speed up check-out traffic with a Call Forward System, which creates a fair and orderly process, and with barriers that maximize space while directing the flow of student traffic.

Let Qmatic Corporation's thirty plus years of experience and 50,000 installations worldwide benefit the student services on your campus. Find out how Qmatic Student Flow Management solutions can be used to effectively manage and track student populations while maximizing efficiency and improving bottom line results.

Benefits

- Easy notification of appointment time
- Learn what services students use most
- Statistics provide information about number and duration of appointments, walk-ins, wait times, and no shows
- Workload is evenly dispersed
- Directors can better plan staffing schedules
- Drive bookstore sales with digital signage and create an orderly check-out process

