

## **BEST PRACTICES, IRM - Telecommunications**

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**Title:** Development of On-Line E-Commerce Solutions # 2

**Source:** Florida State University **Co Area:**

**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices/2005.html](http://www.sacubo.org/sacubo_resources/best_practices/2005.html)

**Abstract:** Over the past several years, it has become apparent that a need has arisen for e-commerce in order to satisfy our student, faculty and staff population. During the past year, a team was put together to develop and implement these numerous e-commerce solutions in order to provide overall customer service to our university community. The team accomplished these goals by implementing on-line invoices, sign-up forms, payments, telephone directory updates and live web chats. The team members did an excellent job in not only developing web applications that were requested, but also in anticipating applications and services that would be needed in the future.

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**Title:** Distant Education Best Practices # 323

**Source:** Ohio Learning Network **Co Area:**

**Addl Info:** <http://www.olin.org/>

**Abstract:** The site links to several Ohio colleges that established requirements for "Best Practices in Student Services" in the field of Distant or Online Education.

OLN seeks to raise the overall educational attainment for all Ohioans by:

- \* Expanding access to learning opportunities
- \* Assisting colleges and universities in their capacity and effectiveness to use technology in instruction
- \* Supporting leading-edge activities
- \* Facilitating partnerships and collaborations among higher education, schools, business and industry, and local communities

OLN works to reduce the Ohio education deficit through its projects and programs by providing 1) access to e-learning and services supporting e-learners, 2) continuous policy improvements, and 3) professional development to faculty. In this significant update to its ongoing Strategic Plan, OLN shifts to provide some services directly to students, continuing to provide services to students through institutions and, providing services directly to institutions. Goal One expands services to students and Goals Two and Three expand services to institutions and faculty.

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**Title:** SUNY Best Practices Search Facility # 489

**Source:** State University of New York **Co Area:**

**Addl Info:** <http://www.suny.edu/BestPractices/Best.Practices.2004.01.27.pdf>

**Abstract:** As part of the Task Force on Efficiency and Effectiveness, campus presidents were asked to provide initiative they believe they carry out better than any other campus, along with those innovative ideas that have saved or avoided spending resources. The "Best Practices" reported in this document have resulted in significant savings throughout SUNY and, when shared with other campuses, have the potential to realize even greater savings within the system.

Page 53 of the above PDF Document

Student Callers - Our Call Center, created in 1994, was staffed by one clerical staff person and provided phone support for Admissions and Financial Aid. By answering the routine calls intended for those areas and passing on the more complex calls, the Call Center achieved its original goal of substantially reducing the volume of calls to Admissions and Financial Aid. The Call Center is being expanded, with the employment of trained student workers, to include answering calls for Admissions, Financial Aid, Student Accounts, and Telecommunications. The new Call Center will be more scalable because we can add students as other areas of the college need additional support becomes available. Savings: Staffing of the original Call Center accomplished via reassignment of switchboard operator. Expansion of Call Center funded in part by 1 FTE staff position savings in one of the affected offices. Use of trained student callers reduces Call Center operational personnel costs by approximately 50%. Oneonta, Todd Foreman, 607-436-3641

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**Title:** Emergency Phone Program # 879

**Source:** Florida State University **Co Area:** Police and/or Traffic & Parking

**Addl Info:** [http://www.sacubo.org/sacubo\\_resources/best\\_practices\\_files/2008\\_files/Emergency-Phone-Program.pdf](http://www.sacubo.org/sacubo_resources/best_practices_files/2008_files/Emergency-Phone-Program.pdf)

**Abstract:** Testing and maintenance of University emergency phones was haphazard at best, utilizing Police Officers' random observations and testing of phones and emergency lighting on bluelight stations throughout campus. Telephone problems were reported to the Florida State University Office of Telecommunications while lighting and electrical problems were reported to FSU Facilities, Operations & Maintenance. Reporting was random and inconsistent due to their much higher priority of law enforcement.

In 2003, the emergency phone program technician implemented two different types of monitoring software to monitor the two types of emergency phones on campus at that time: Code Blue and Talk-a-Phone.

Campus standards for emergency phone outages have been implemented and are quite strict in the interest of the safety expectations of our community. Campus elevator phones are now considered part of the emergency phone program as well.