

Connecting Front-line Employees to University Initiatives

Introductions

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Agenda

- Engagement
- Framework
- Implementation
- Outcomes

Questions welcome throughout the discussion!

Engagement

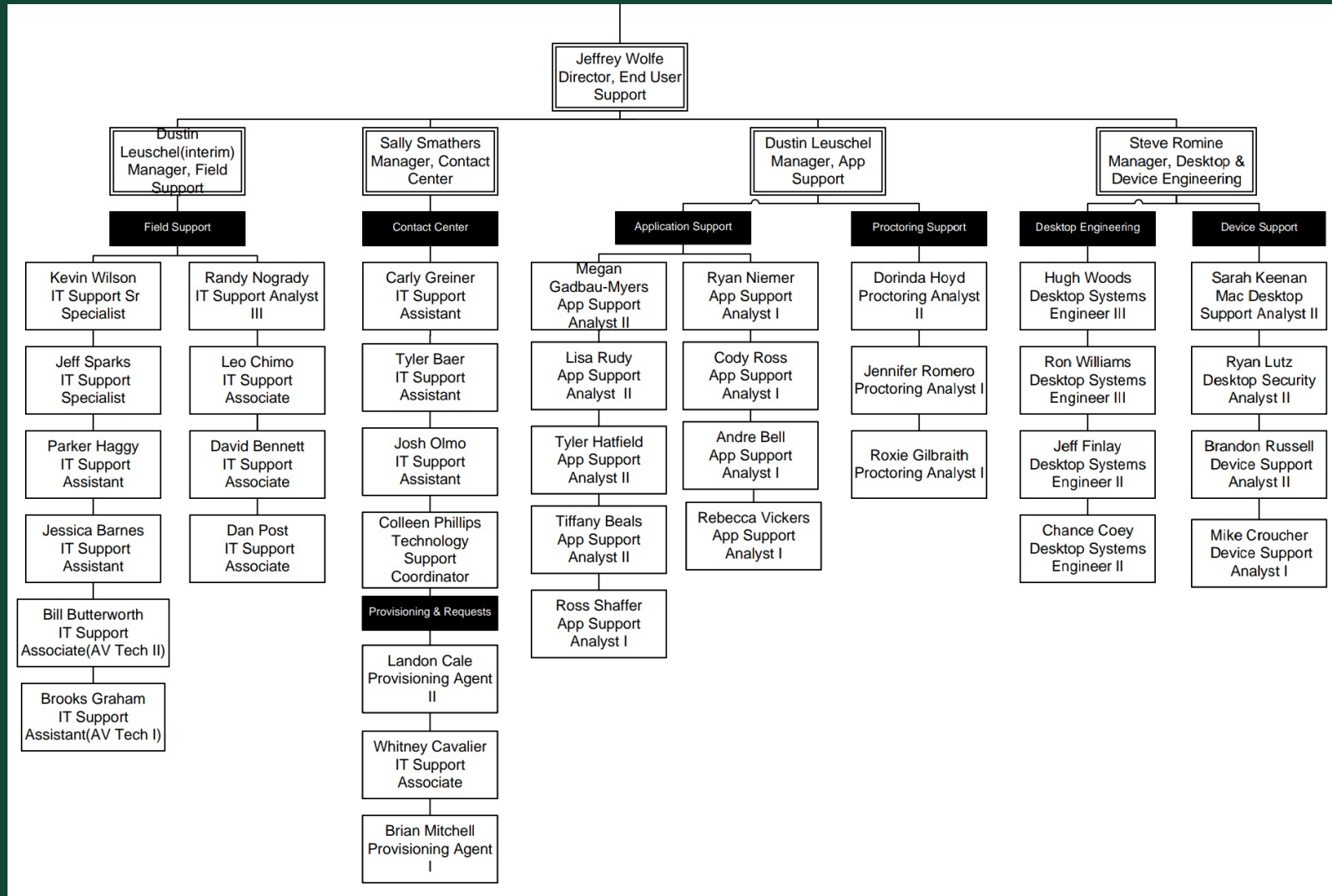
“When people are financially invested, they want a return. When people are emotionally invested, they want to contribute.”

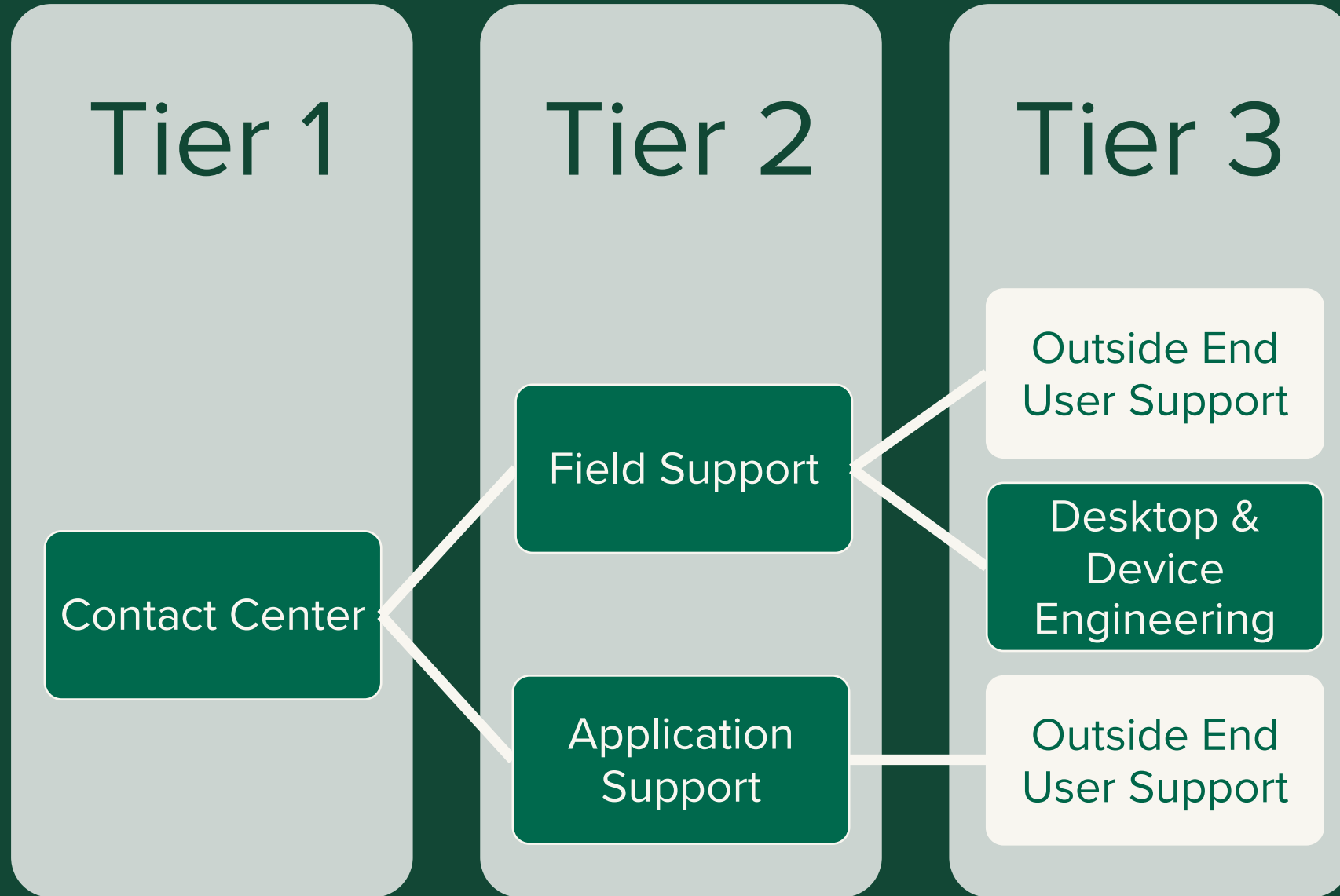
- Simon Sinek

Why?

- Presidential Priority #1: Continue Improvement of Student Experience and Success
- OHIO IT Mission: To enhance student success and inclusion by infusing digital capabilities and student-centric approaches into every aspect of teaching, learning, and working at Ohio University.

ohio.edu/president





Interactions

- A student technology issue may reduce or impair the ability to complete assignments.
- A faculty technology issue may reduce or impair the quality of the student learning experience.
- A staff technology issue may reduce or impair the access to important student resources or information.

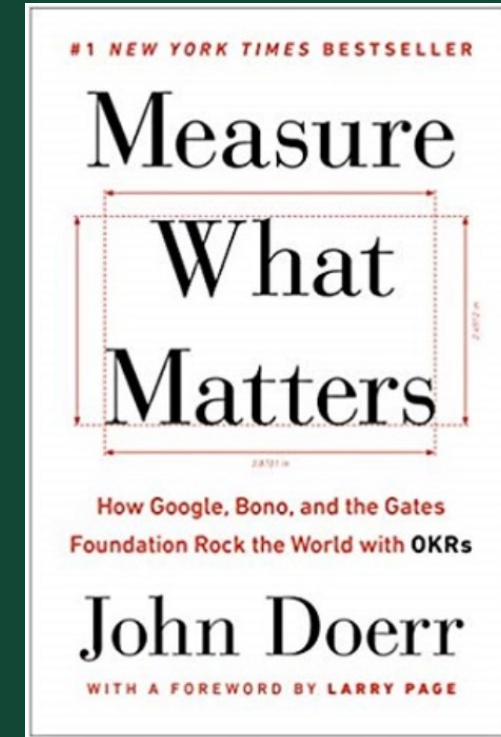
Framework

“A goal properly set is halfway reached.”

- Zig Ziglar

Leadership Team Pilot

- Current framework – SMART Goals
- Pilot framework – OKRs
 - Objective
 - Key Results
- Book reference
 - Measure What Matters *by John Doerr*



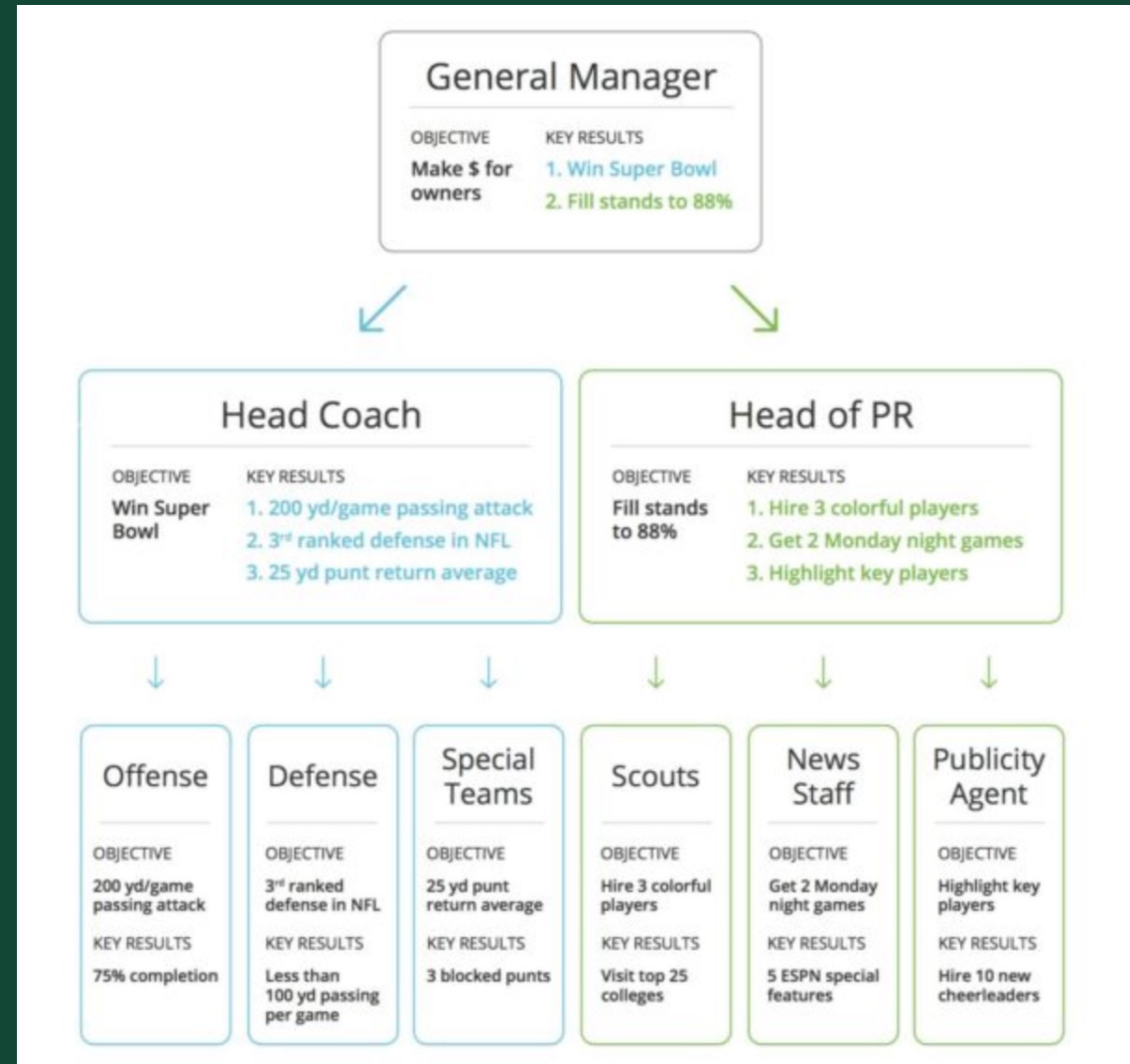
What is an OKR?

➤ Objective

- WHAT is to be achieved
- Significant, concrete, action oriented, inspirational, and vague
- Example: *Laugh at Jeffrey's dad jokes during morning huddles*

➤ Key Results

- Benchmark and monitor HOW you get to the objective
- Specific, time-bound, aggressive yet realistic, measurable, and verifiable
- Example:
 - *Reduce eye-rolls to 50% of total jokes by May 31, 2023*
 - *Reduce audible disgust sounds to 75% of total jokes by June 15, 2023*



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Application

- Pilot OKRs with my managers
 - Visual representation
 - Single location
 - Quarterly with performance review cycle
- Manager buy-in to OKRs
 - Crash course in framework
 - Outline of use
 - Revisit after one year



[illegible]

Implementation

“You’ve got to think about big things while you’re doing small things, so that all the small things go in the right direction.”

- Alvin Toffler

Creating a plan of action

- The framework allowed us to focus on one objective a quarter.
- This is crucial as the day-to-day doesn't stop.
- Key results break down the objective.

Contact Center – Objective

- Organize training for new hire, student and FTE, incorporate IT Services OneNote and live trainings.
- Previous State
- Current State

Contact Center OKR's

- How the OKR is set up in practical use
- Key Results help determine if it is feasible to accomplish.
- Do not pick objectives you will score a 100%

Manager, Contact Center			
Objective	Progress	Score	Self-Assessment
Organize training for new hire, student and FTE, incorporate IT Services OneNote and live trainings by January 15, 2023.	90%	0.9	
Key Results			
Develop and implanment a dashboard to incorporate mis-routed tickets via TDX, oportunity tickets from other OIT managers, to help track progress to the IT Service Desk OneNote. By Dec1	100%	1.0	I have created the dashboard and is incorporated in to the OneNote, Helps keep the team accountable. Also on the dashboard, are tickets that I get contacted with, to help open conversation and training.
Create Training guidelines based on new hires for future trainings, incorporate OneNote. By Jan 15	80%	0.7	This assessment is on 1/9/23. It will be completed by 1/15/2023. With the current new hires, this will be revamped through next fall '23 to incorporate a full year of training.

Application Support – Objective

- Implement RegisterBlast at all Campus testing sites to enhance the student experience
- Previous State
- Current State

Application Support OKR's

- How the OKR is set up in practical use
- Steppingstones to complete the objective.
- Holds the objective accountable

Manager, Application Support			
Objective	Progress	Score	Self-Assessment
Implement RegisterBlast at all Campus testing sites to enhance the student experience by January 15, 2023.	73%	0.7	
Key Results			
Modify Athens Campus RegisterBlast in preparation for cloning Athens site to setup 5 Regional testing locations. To be completed by 14 Dec 2022.	100%	1.0	Athens site was setup and the 2 new sites (Zanesville and Eastern) were cloned from Athens. New Exam Groups were created on each site in preparation for Spring semester Launch.
Modify Athens Testing Center Accommodation workflows to implement at the 5 Regional testing sites. To be completed by 30 Nov 2020.	100%	1.0	Completed, pushed to middle of December to prevent any negative impacts on the regional campuses currently using RegisterBlast for student scheduling (Lancaster, Chillicothe and Southern).
Develop Local Admin Guide to assist 5 Regional test sites with administering Registerblast Professor and Accommodated Testing tools. To be completed by 15 Jan 2023.	20%	0.2	This was changed to create a local admin guide for Application Support Analyst to accomplish Professor imports, Accommodated Student imports, future semester exam groups and archiving previous exam groups. Will be completed by 15 Jan.

Outcomes

“We are what we repeatedly do. Excellence, then, is not an act, but a habit.”

- Aristotle

Manager's Perspective

➤ Overview

➤ Was this successful?

Questions?

Thank you!