How Virtual Queuing Transformed Student Services at SPCC

QLESS®

SOUTH PIEDMONT COMMUNITY COLLEGE

Speakers

Kelly Kliner

VP of Sales, QLess

Dr. Malinda Daniel

**Executive Director of Learning Innovation,
South Piedmont Community College**

Agenda

Part 1

SPCC Challenges Before QLess

Challenges

Frustrated Students
Students needed a better way to seek the services they needed. They were often confused about how to access student services.

Staff Efficiency
Like many places during the pandemic, SPCC was struggling to meet student demands with a limited number of staff on hand.

Lack of Data
SPCC did not have access to inclusive data, so we were essentially flying blind. Our decisions were not guided by numbers.
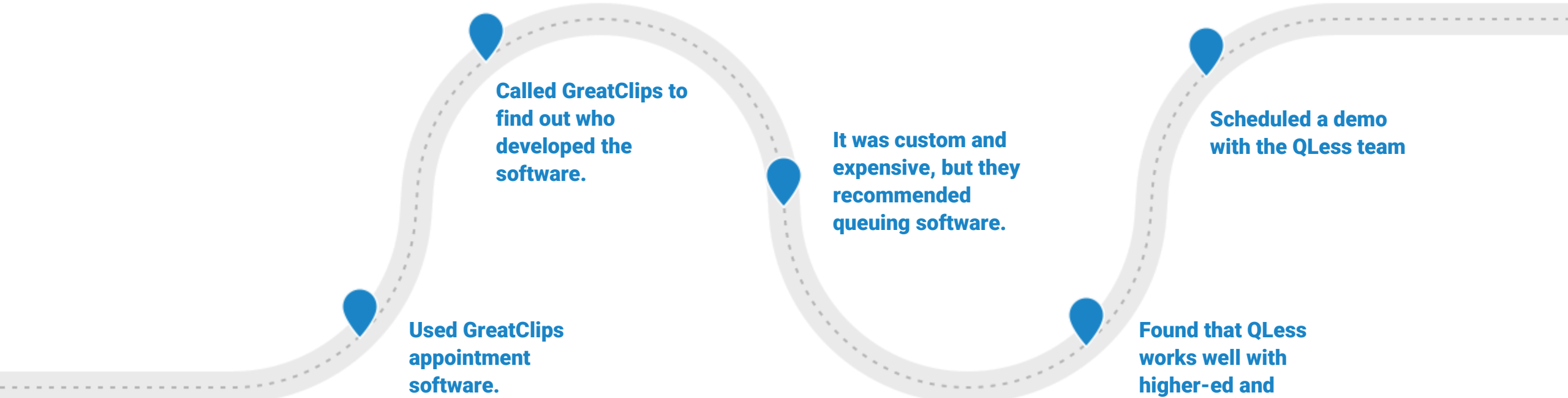
Student Safety
COVID further highlighted our areas for improvement, we had to again pivot and expand on ways to serve students and keep them safe.

Part 2

Researching Solutions

How SPCC Found QLess

Called GreatClips to find out who developed the software.

It was custom and expensive, but they recommended queuing software.

Scheduled a demo with the QLess team

Used GreatClips appointment software.

Found that QLess works well with higher-ed and well-priced.

What did SPCC need from QLess?

- A system that was easy for students and staff to access

- Option to book virtual appointments with video conferencing software

- Ability to book in-person appointments across various locations

- Needed a system that wasn't just for the pandemic, but that would solve existing problems

- Wanted a system that could integrate with existing tools

- Access to data on appointment numbers, wait times, and duration of appointments

The Existing Tech Stack

Microsoft Office 365

Microsoft application that syncs calendars, emails, and other important information. SPCC staff use this service campus-wide.
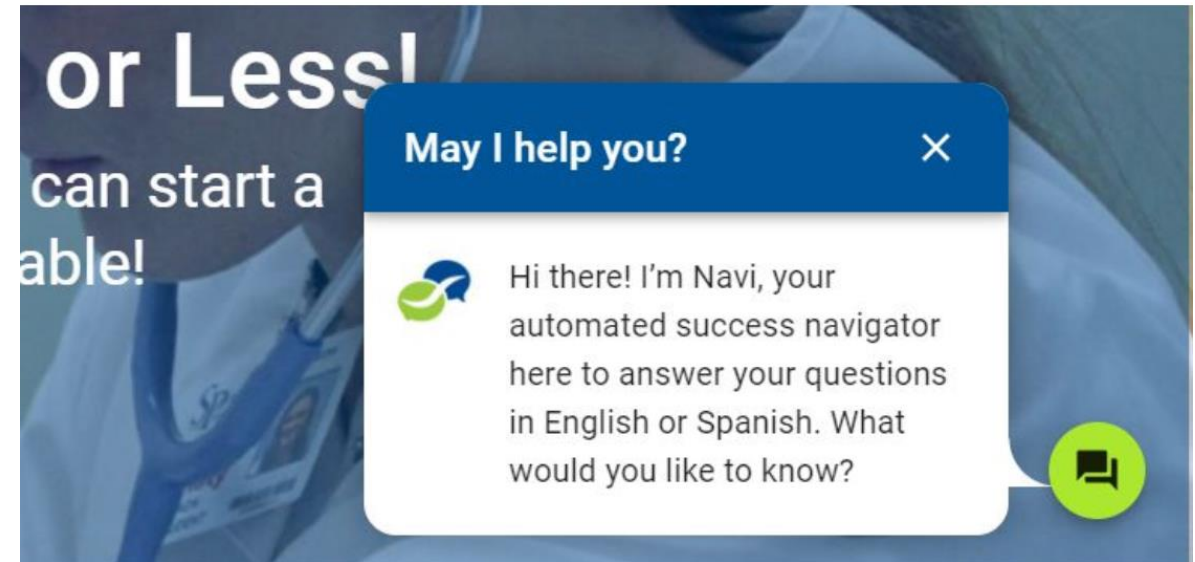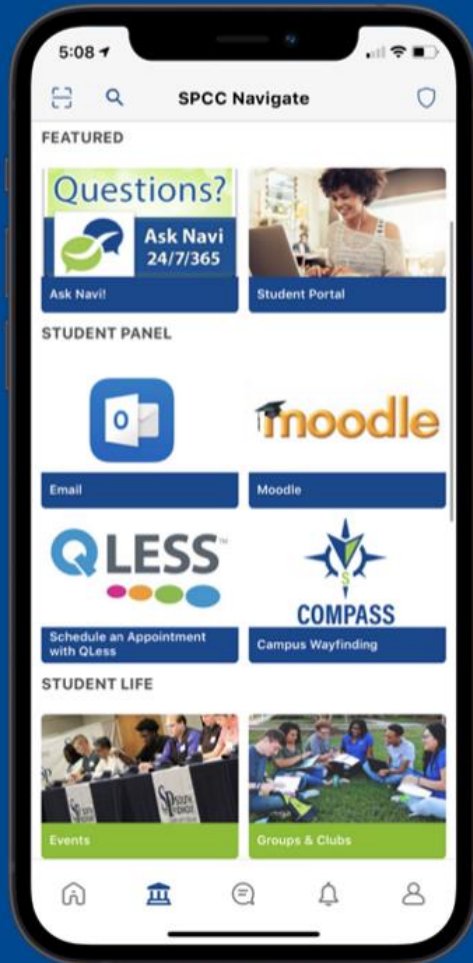
SPCC Navigate Mobile App

SPCC's app that allows students to access a variety of campus/student services. Students can check grades, look at emails, and access the "Navi" chat-bot.

Compass Way-Finding

The compass way-finding tool that gives students directions to campus buildings or classrooms.

SPCC's New App is Here!
Download SPCC Navigate Today!

or Less!
can start a
able!

May I help you?

Hi there! I'm Navi, your automated success navigator here to answer your questions in English or Spanish. What would you like to know?

The SPCC Navigate app and the chatbot, Navi, were able to direct students to QLess.

Part 3

The Implementation Stage

Implementation

Quick Decision

Courtesy of the pandemic, SPCC had to make a very quick move to online services, and QLess was able to help.

Campus-Wide Deployment

As part of the quick move over, QLess was deployed across multiple departments at once.

Communication

So students knew where to go for services, we immediately started communication to students about QLess. We also included QLess in our video about the Navigate app.

Part 4

Results

10,788 Appointments Scheduled

since May, 2021

Averaging 1,000 Appointments/Month

Calculated, that would be over 20 hours of work to manually schedule

#1 Link Chatbot has Directed To

for the 7th month in a row

Part 5

Closer Look at QLess

With Kelly Kliner

Virtual Queuing

Virtual Waiting Room

Students aren't required to stand in a physical line or wait in a crowded lobby.

Two-Way Communication

Students have the option to reply with commands, letting you know if they need more, are on their way, or have to cancel.
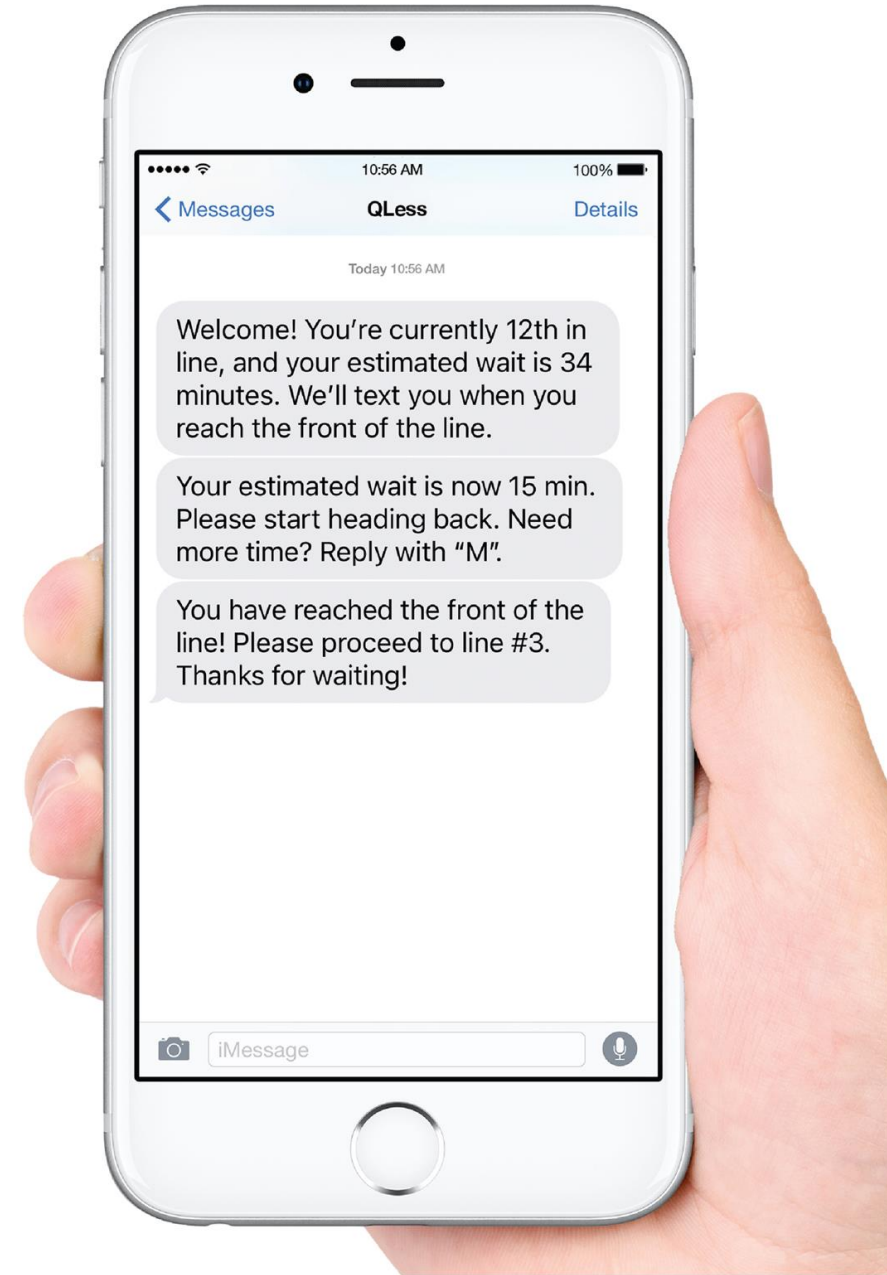
Easy Check-In

Students can check in right from their phone and select what service they need

Provide Updates

Automatically update students about their estimated wait time, place in line, or unexpected closures.

●●●●● 📶	10:56 AM	100% 🔋
‹ Messages	**QLess**	Details

Today 10:56 AM

Welcome! You're currently 12th in line, and your estimated wait is 34 minutes. We'll text you when you reach the front of the line.

Your estimated wait is now 15 min. Please start heading back. Need more time? Reply with "M".

You have reached the front of the line! Please proceed to line #3. Thanks for waiting!
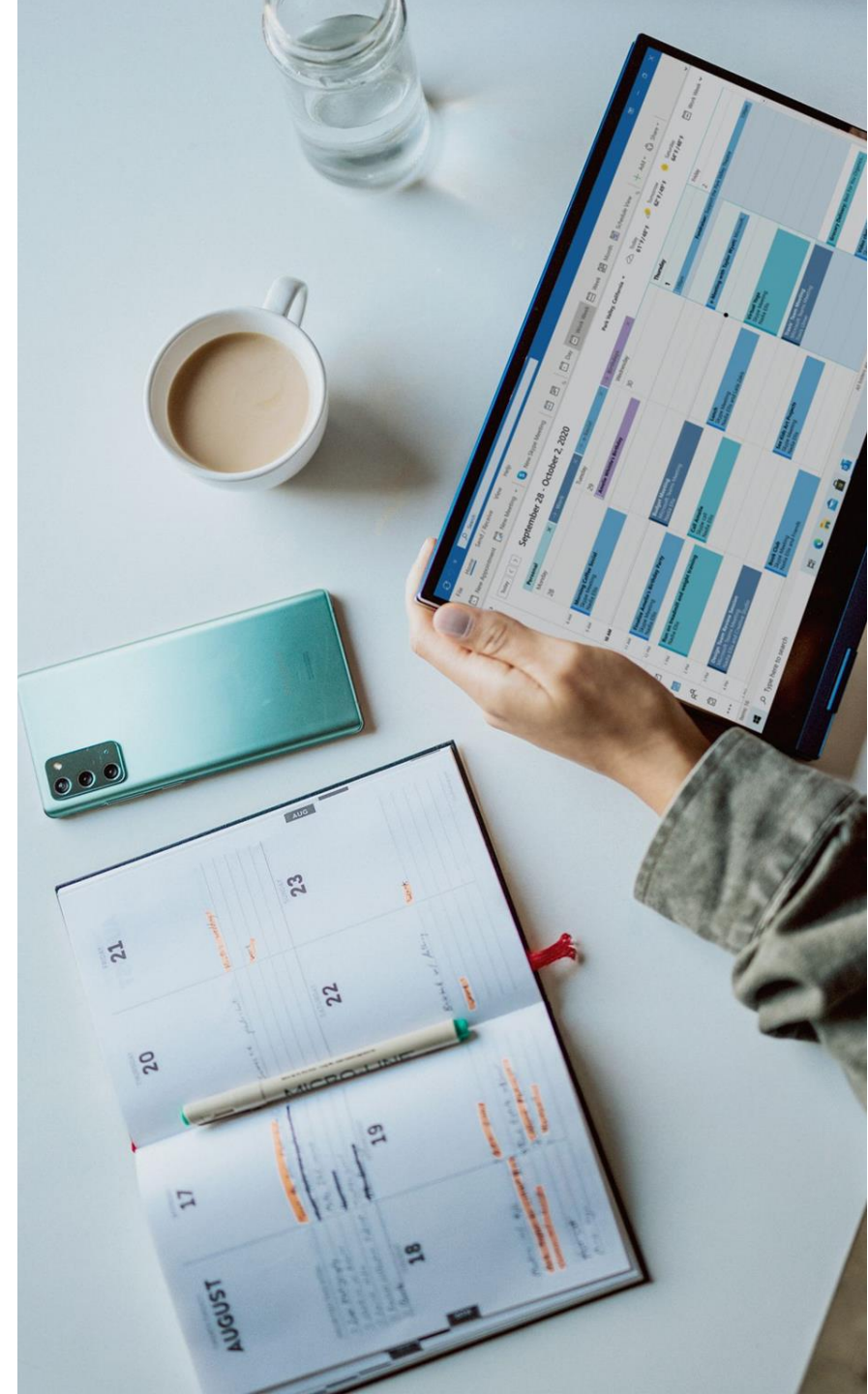
iMessage

Appointment Scheduling

Pick the Time

Students can find service time that works with their calendar

Prepared Staff

Employees will have a better idea of what to expect throughout the day

Data Visualization / Student Surveys

(The kind of data that respects privacy).

Understand Student Behavior

Understand how many students are showing up, and what kind of services are they seeking.

Manage Resources Effectively

With data on student services, you can allocate staff and resources to the right location at the right time.

Track Progress

See if students are coming back on a regular basis, or if your services are helping students solve their problem.

Student Feedback

Students can give you their feedback about their visit. Understand what is doing well and what needs to change.

More About QLess

Virtual queuing, appointment scheduling, and data visualization... all on one platform.

Integrate Walk-Ins & Appointments

QLess automatically manages walk-ins & appointments. When an appointment cancels or there is a free slot, the system fills it with a walk-in.

Cloud-Based

Our system is completely cloud-based, meaning your staff can manage the queue from any computer at any time.

Privacy & Security

QLess never sells or distributes student information. Our secure platform keeps the data in the safe hands of your employees.

Student Feedback

QLess can automatically send optional surveys after each visit, so students have the ability to tell you how awesome your staff is.

Data-Insight

QLess tracks a variety of different information about your queues, including average wait times, amount of students seen, and how long each employee handles a service.

Optional Hardware

We know that not every student has access to technology, so we offer optional hardware, such as kiosks and monitors, to create an equitable experience.

Thank you!

Schedule a demo with me today!

📞   303.956.4543

@   kelly.kliner@qless.com

🌐   www.qless.com/ubwebinar