

Alfred University creates Student Service Center to streamline registration process

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When Alfred University students return to campus in mid-January for the start of the second semester, they will find a new Student Service Center taking the place of the Registrar's Office. Registrar Larry Casey, whose office oversees students' academic records and registration for classes, said his staff and business office staff, including Controller Tammy Raub and Jane Gilliland, student business services manager, have been working on creation of the Student Service Center to make registering and paying for classes easier for students. "Before, if a student's bill was not paid or there were questions about an account, we had to send the student to the Business Office in Carnegie Hall, then back to the Registrar's Office in Seidlin to complete the process," explained Casey. "At best, it was time-consuming, and at worst, it was frustrating to our students." Located in Seidlin Hall, the new Center will create a "one-stop shop," where students may both pay their bills and complete the registration process. "The Center will be more convenient for students, and increase the efficiency of the business and registrar's offices by reducing paperwork, speeding transactions and eliminating the chance of miscommunication between the two offices," said Casey. Marty Kallier from the business office and Emilie Carney from the registrar's office will be cross-trained as "student services specialists." "They will be 'front-line' employees who will handle routine business connected with either student accounts or registration drop/add questions," said Gilliland. Other business office employees moving to the new Center include Helen Prior, loan service officer, Bobbi Ward and Kelly Moore, student account representatives and Gilliland as the student business services manager. Current registrar's office employees staffing the new Center will be Casey; Debbie Votava, assistant registrar; and Carol Sliski, secretary. During the month-long break between semesters, there will be physical changes made as well in the registrar's office. A counter will be removed to create a more open atmosphere and provide the space needed to accommodate the additional employees, Casey said. Gilliland added, "When students return for second semester Jan. 20, 2003, we want to provide them with a streamlined process that will be easier and more convenient for everyone involved."#####