

One-Stop-Shop for Student Services

Case Study: Lipscomb University



Institutions' Introduction

Founded in 1891, Lipscomb University is a Tennessee based, private, liberal arts College. The university has seven colleges, six institutes, and three schools, offering 55 undergraduate/graduate certificate programs, including seven doctoral programs. A student at Lipscomb receives a "360-degree" education characterized by rigorous academics, community, and global service, and intentional spiritual challenge and formation in the Christian faith. The Lipscomb community is comprised of roughly 3,000 undergraduates and 1,600 graduate students.

Problem Statement

Lipscomb wanted to help students cut down on time spent in long queues or getting shuffled from office to office. Lipscomb desired to create a 24/7 accessible one-stop-shop where students can come to review their bills, financial aid, registration, order a transcript, get IT Help Desk support and many more.

Solution

BlackBeltHelp, the lead IT Help Desk provider, gained the attention of Lipscomb to provide one-stop-shop student service support 24 hours a day, 7 days a week, 365 days a year.

BlackBeltHelp successfully consolidated all business processes to prevent students spending unnecessary time and energy in lines plus visiting numerous offices in numerous locations and alleviating the burden of answering basic and routine questions, thereby freeing up office administrators to focus on critical tasks instead of helping students navigate the maze of administration.

Scope of Support for One-Stop-Shop student services has been listed below for reference:

Admission & Enrollment:

- Student Inquiries
- Phone Interviews
- Application Process
- Information Gathering - Transcripts, Recommendation Letters and Resumes



Financial Aid:

- Tuition and Cost
- Applying for financial aid
- Missing Documents
- Accepting financial aid awards



Student Account:

- General student account questions
- Tuition & payment plans
- Refunds
- Tax information



Registrar:

- Class registration
- Grades and grading
- Academic Advising
- Transfer Credits

IT Help Desk: General IT Support | LMS Support | ERP Support

Benefits and impact

Student Satisfaction started to appear as a priority at Lipscomb's campus, leading to a high satisfaction rating among students. 24x7x365 access to one-stop-shop student services made sure students calling outside regular business hours aren't getting penalized and getting the service they need.

As an extension of Lipscomb's on-site team, BlackBeltHelp advisors delivered the following value add items:

- Average speed to answer - **Less than 60 seconds**
- Allowed Lipscomb to focus resources on core mission requirements
- Multiple-channels of support: **Live chat, phone, email and mobile app**
- Reduction in operational cost and easy prediction on recurring cost
- Easy and efficient performance tracking mechanism

About BlackBeltHelp

BlackBeltHelp is a leading provider of help desk products and services supporting Higher Education for past 5 years. With over 200 clients globally, BlackBeltHelp provides wide range of Product and Services to improve Help Desk administration and end user experience.

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