StudentLink Metrics

General Information

The StudentLink Metrics Dashboard was created to better leverage data in ServiceLink and provide StudentLink departments and leadership with a better understanding of key service metrics, performance indicators, areas of excellence/improvement and trends over time. The primary objective of the Dashboard is to provide functional owners with an overview of how many incidents/requests have been opened, closed, what the details were and how the workload is distributed across their team. Data are available at various levels of aggregation, down to the full task and ticket detail level.

The dashboard organizes StudentLink Metrics into four categories. Click on any category below to access metadata for that page.

Productivity: Designed to provide an overview of tickets opened and resolved for a specified period of time, details and descriptions of the tickets, opened and resolved requests/incidents, and the distributions of tickets across department(s).

Timeliness: Designed to provide insight into the end-to-end resolution times for requests/incidents against service-level agreements established in ServiceLink.

Quality: Designed to provide insight into the client experience and satisfaction. At this time, satisfaction survey results are only available for Bursar.

Aging: Designed to provide a summary of how long active incidents/requests have been in the backlog, the leading symptoms/detail causing the issues, and a summary of the individuals assigned to backlog items according to specific aging buckets.

By default, the Dashboard will display metrics for Productivity.

Key StudentLink Prompts

Service Tower: By default, the Service Tower displays data for StudentLink, no additional selection is required here.

StudentLink Options: This is a required field and displays data for both StudentLink groups as well as the StudentLink Service Center by default. To deselect an option, simply click on the checkbox and click outside of the prompt area. The Dashboard will automatically reload. As this is a required field, you must choose at least one StudentLink option.

Assignment Group: By default, all StudentLink and StudentLink Center Assignment Groups are selected. To choose a specific assignment group, click on the drop-down arrow, and click Search. In the dialog box, click on the drop-down arrow next to name and choose “Contains.” Type in the first few characters of your assignment group, deselect the “Match Case” checkbox, and click Search. You may add one or several assignment groups by using the “Move” or “Move All” buttons.

Search Dialog Box:

Data Sources

Data are sourced from ServiceLink (built using the UDW+ ServiceLink subject area) and the Bursar Satisfaction survey (embedded in
ServiceLink) sent to all clients.