RESOURCE OPTIMIZATION- MAXIENT USER EXPERIENCE AND MAXIMIZING OUR TECHNOLOGY

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PURPOSE

- Better utilization of software
- Build a sustainable infrastructure
- Meet department needs and budgets
- Enhance user experience

PEOPLE INVOLVED

- Student Conduct and Academic Integrity
- CARE Team, Basic Needs and Gamecock Unity Shop
- Dean of Students Office
- Title IX and Civil Rights
- Student Advocacy
- University Housing
- Withdrawal Services and Temporary Injuries and Conditions
- Substance Abuse Prevention and Education
- HR- Employee Relations
- Maxient Staff

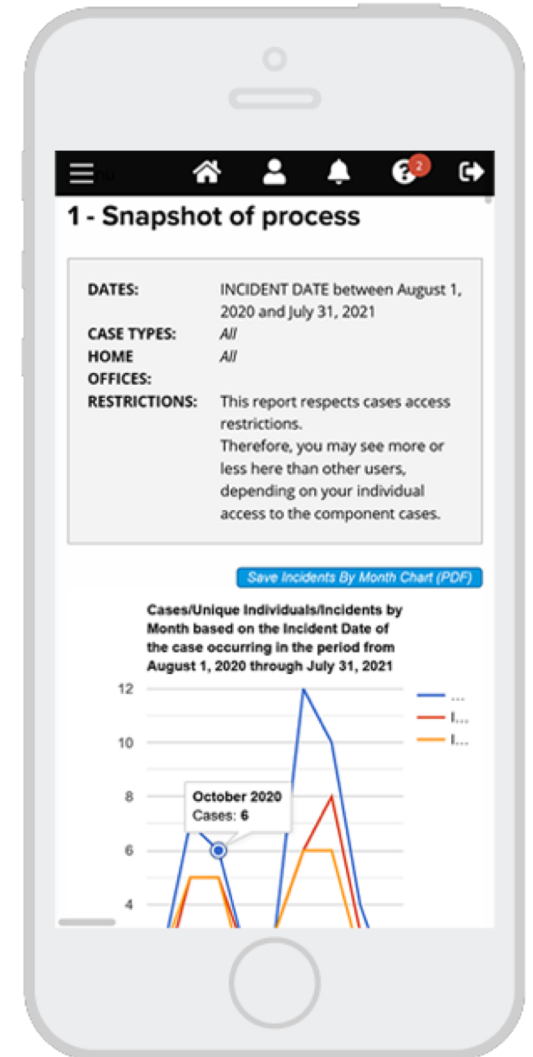UNIVERSITY OF
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PROJECT PATH

- Met with current users to identify current workflow, desires and pain points
- Outreached to potential new users to demo system
- Completed training sessions with Maxient staff
- Updated system with new offices, users, workflows and edited current workflows
- Development of user manual with streamlined instructions

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KEY IMPROVEMENTS

- System Fixes and Improvements
- Drafting Maxient User Manual
- Onboarding
  - Substance Abuse Prevention and Education
  - Basic Needs
  - Employee Relations

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RESULTS

- 3 new functional areas utilizing system for record keeping
- Processes and forms more efficient
- Operational continuity
- Confidence increased and user experience enhanced
- Time savings ~10 hours/week
- Cost savings across departments ~$100,000

NEXT STEPS

- Finishing Maxient User Manual
- Attending Maxfest June 24-27
- Continue individual sessions and subgroup improvements
- Scheduling Summer Trainings
- Create User Council for Annual Sessions

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REFLECTIONS

- Learning
  - Improvements with Greatest Impact
  - Resources and Tools

- Going Forward
  - Gamecock Unity Shop/Basic Needs
  - Additional Departments

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THANKS!

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