Creativity
is
Excellence Having Fun
-
Triple AAA's
as a
Foundation to Customer Service Excellence in Academic Administration

Noel Knickelbein:
Academic Administrative Solutions

Creativity
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-

IBM

Academic Administrators

1. Roles and Responsibilities

2. Performance Management

3. Motivation of Staff Members

4. Skills Enhancement
  Super Users – Skills Gap Analyze
  PDP – Personal Development Plan

Roles and Responsibilities

Key Performance Indicators (KPI's)

Motivation - Sense of Support - Dedication

Service Culture

Customer-oriented Service Culture
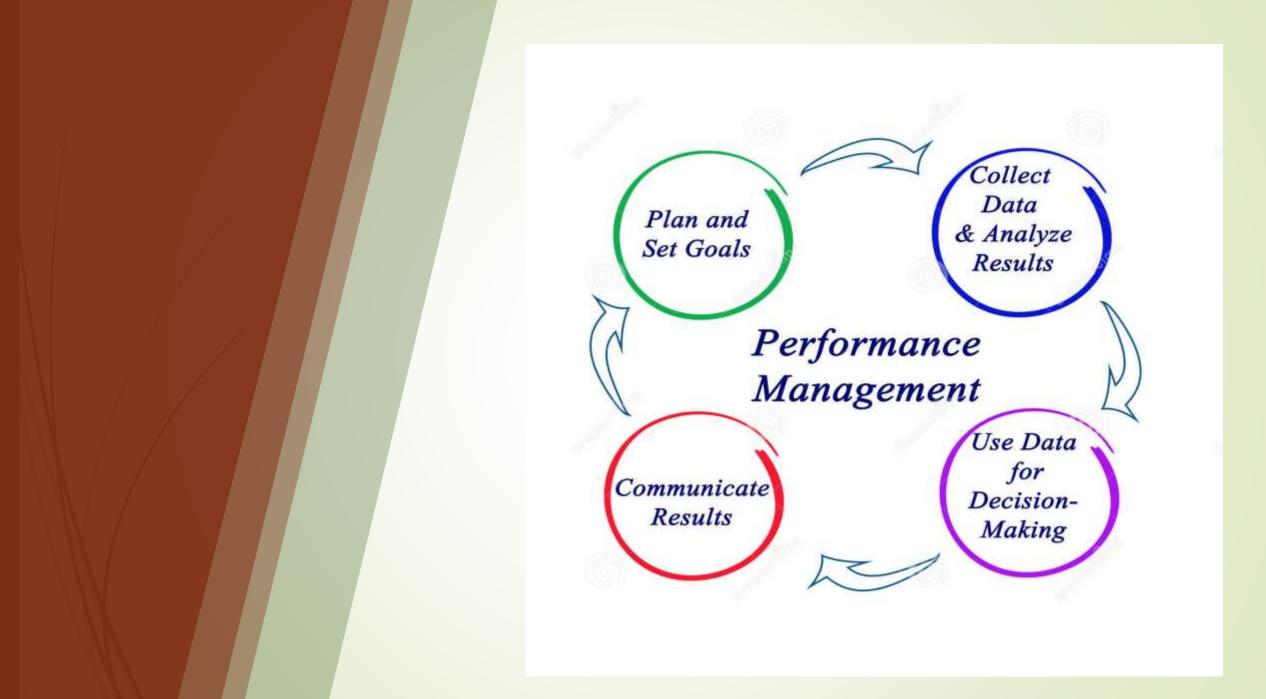
Treat Your Employees Well

Create Camaraderie on your Team
    Customer Oriented SC
    Team-building initiatives

Build Psychological Safety on your Team

Customer-oriented Service Culture…*continued*

Invest in Professional Development

Reward and Provide Feedback

Define and Reinforce your Culture Values, Mission and Vision

Skills Enhancement

Super Users – Skills Gap Analyze / Shortcomings

Identify Super Users Maximize (Skills Development)

PDP – Personal Development Plan

Institutional Visits

Administrative Functions
and
Business Processes

Understanding HE Legislation
   PQM (CHE, DHET and SAQA)

HEMIS/VALPAC

HEQSF Alignment
   Gazette Notices 38116 and 40123
   SAQA ID's
   NQF Levels

Re-engineering – Best Practices

Executive Commitment and Sponsorship....

Map current Business Processes (Shortcomings...)

Analyze and Synergize on Process Gaps....

Re-engineering – Best Practices

Identify Improvement Opportunities and Validate them…..

Design Cutting-edge Future-State Processes

Implement Identified Changes and Evaluate…..

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Service Level Agreement (SLA's)

Service Level Agreement (SLA)

Team Outputs / Measures / Targets

- Academic Structure - Verification processes
- Admissions
- Registration
- Examinations (QP's and Marks)

Accountability

Personally Accountable

Six Steps of Accountability

- Knowing your Roles and Responsibilities
- Honesty
- Admitting to Mistakes

Personally Accountable

Six Steps of Accountability ..*continued*

- Empowering employees and teams
- Building Trust
- Setting realistic expectations

Personally Accountable

Stephen R. Covey – "*7 Habits of Highly Effective People*"

1. Being Proactive....
2. Begin with the End in Mind....
3. Put First Things First....

Personally Accountable

Stephen R. Covey... *continued*

4. Think Win-Win.....
5. Seek First to Understand, Then to Be Understood....
6. Synergize....
7. Sharpen the Saw ....

Respect is the Glue that Holds Teams and Organizations together

Legacy

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