

# UNIVERSITY OF LOUISIANA AT LAFAYETTE

STEP Committee

Technology Fee Application

**Improved Customer Service in Bursar  
Operations**

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Title

**Christie M. Boutte'**

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Name of Submitter  
*(Faculty or Staff Only)*

**Administration Services - Bursar**

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Organization

Title: Improved Customer Service – Bursar Operations Date: 1/12/2018  
Name (Contact Person): Christie Boutte  
Address: 620 McKinley Street Room 135  
Phone Number: 337-482-5023 Email: christieboutte@louisiana.edu  
Department/College/Org: 1000-6201

**ABSTRACT (250 words or less):**

The Bursar's office main focus this year is to provide better customer service for the students and parents. We have had many complaints about not being able to reach the office. Therefore, we have been researching, along with Network Services, the purchase of cordless phones for student workers, who are not accepting payments, to assist in answering the main phone line. Currently, the only people able to answer phone calls are staff members sitting next to a landline. Cordless phones would greatly enhance our ability to provide better customer service to the students and parents. We would not need additional phones lines, simply a phone base and several handsets or headsets. For a one time purchase of approximately \$2000 we would be able to upgrade our office significantly. The lifetime of the enhancement would be the lifetime of the phone system. Our phone system was changed when we moved into the Student Union a few years ago. The University does not have plans, at this time, to replace our phone system. Installation, implementation, maintenance, and operations would be taken care of by office personnel, with very little assistance from Network Services.

We would like to upgrade our website in the current year. As the University's population grows in the Distance Learning segment, it is imperative that online students be able to receive feedback after hours. We have implemented a FAQ database on our website. It currently has approximately 50 questions included, but needs to be further developed to include more instructional videos. We conducted a survey, and survey results showed the need for additional instructional videos on the site. We would also like to expand the FAQ feature to include a Live Chat option. During testing of the Live Chat option, we found the response time to be too slow to implement; therefore, I would like to upgrade some of the computers in the office. We brought approximately 8 computers over from Lafayette Hall when we moved, which the IT department had deemed a safety hazard recently, and we had to turn them in, limiting our ability to make changes necessary to improve customer service on our website. With the purchase of 7 new computers, at an approximate cost of \$8000 we would be able to upgrade our website and provide better customer service to our students. The lifetime of the enhancement would be approximately 5-10 years depending on the life of the computers. Implementation, installation, maintenance, and operation would be performed by staff members with a small amount of assistance from the IT department.

**Instruction Sheet:**

1. Complete the cover page.
2. Complete the abstract page.
3. Give a description of your proposal in 12 pt. font, single spaced, addressing the following points:
  - a. Purpose of grant and impact to student body as a whole
  - b. Projected lifetime of enhancement
  - c. Person(s) responsible for
    - i. Implementation
    - ii. Installation
    - iii. Maintenance
    - iv. Operation
    - v. Training (with qualifications)
  - d. The narrative of the proposal must include the purpose and justification for each of the items listed in the Budget Proposal.
4. Complete the Budget Proposal form.
5. Include any additional information relevant to your application.
6. Discuss all previous funded STEP projects (if any).

**ONE ELECTRONIC COPY (Microsoft Word or Adobe PDF) OF  
PROPOSAL SHOULD BE EMAILED TO  
[stepproposal@louisiana.edu](mailto:stepproposal@louisiana.edu)  
BY DEADLINE DATE.**

**For additional submission instructions and deadlines,  
please visit <http://cio.louisiana.edu/step-process>**

**NO HARD COPY SUBMISSIONS WILL BE  
ACCEPTED!**

## **Budget Proposal**

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1.     **Equipment**             **\$ 10,000**

2.     **Software**             **\$**

3.     **Supplies**             **\$**

4.     **Maintenance**         **\$**

5.     **Personnel**            **\$**

6.     **Other**                 **\$**

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**TOTAL:**                     **\$ 10,000**