



THE UNIVERSITY OF
MELBOURNE

Stop 1: Innovation on the Frontline

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Ravenscroft

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Welcome to S 05/16/19 15:11

STOP 1



INTRODUCTIONS



CASE STUDY 1



CASE STUDY 2



**SESSION
OVERVIEW**



QUIZ TIME



**ACKNOWLEDGEMENT
OF COUNTRY**



**KEY
LEARNINGS**



THE UNIVERSITY OF
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Acknowledgement of Country

The University of Melbourne acknowledges the Traditional Owners of the lands on which of our campuses are situated. We pay our respects to their Elders both past and present and extend that respect to all Aboriginal and Torres Strait Islander Australians who have made a contribution to the life of the University community.





INTRODUCTIONS



MARSHA NAVOLNYEVA



SOPHIA RAVENSCROFT



So you think you know Stop 1?



QUIZ TIME



[PollEv.com/contactcentre](https://poll-ev.com/contactcentre)



**SESSION
OVERVIEW**



WHO IS STOP 1



CASE STUDY 1



CASE STUDY 2



Category	Count	Available Spots	Other Spots	Call to Queue	Current Wait Time	Total Cuts
UGRAD_GRAD Queue	8	1		0	0:00:00	71
UGRAD_GRAD Callback Queue	3				0:00:00	0
FUTURE Queue	11				0:00:00	59
Grad Research Queue	7	1			0:00:00	0
	1	0		0	0:00:00	0
	0	0	0	0	0:00:00	0



The Journey – Wait Times

FHY 2022

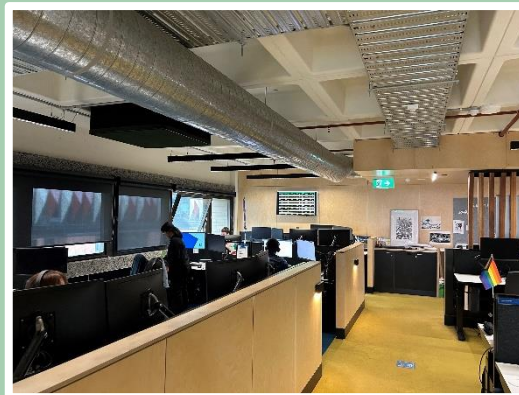
SHY 2022

FHY 2023

37mins

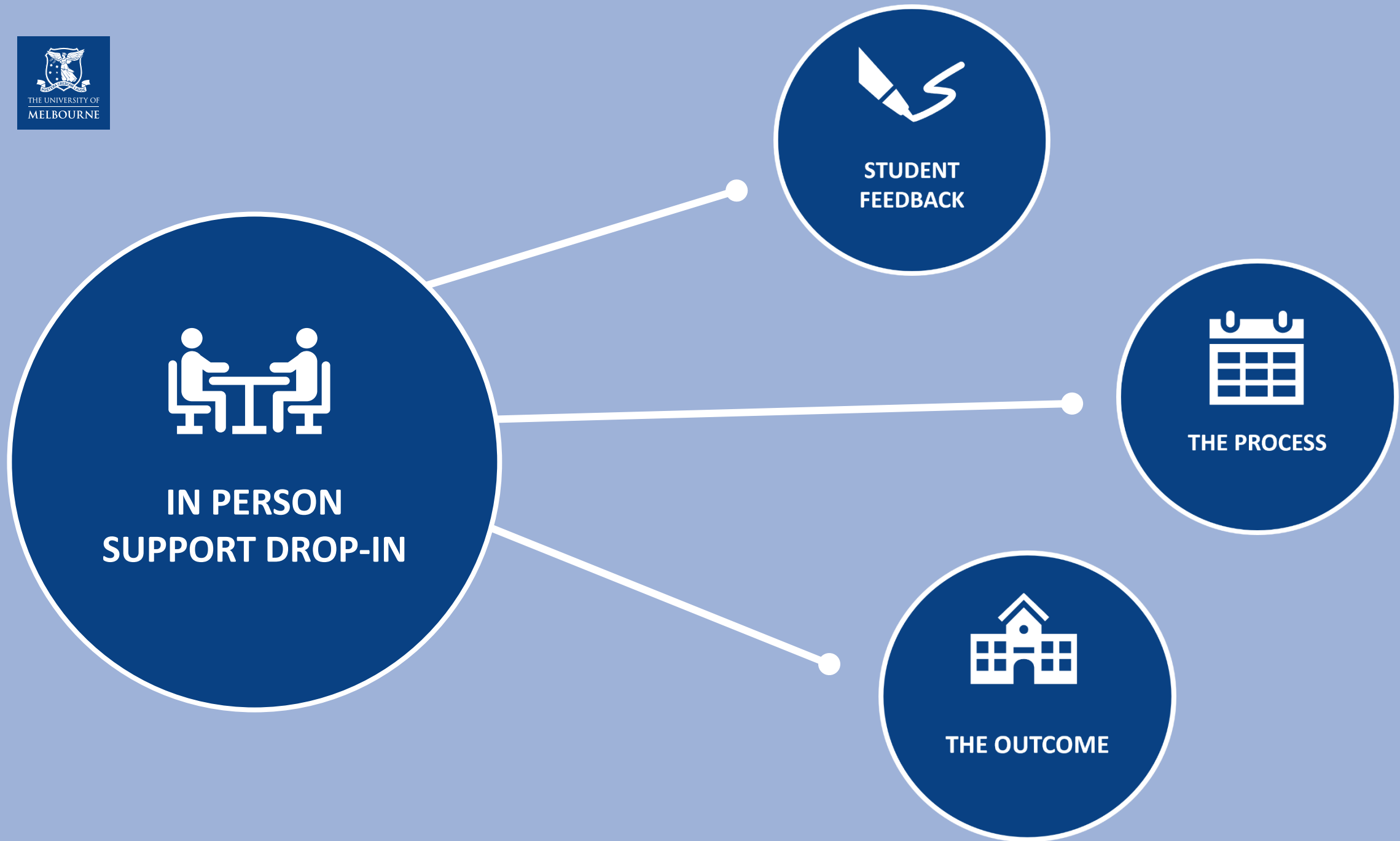
6mins

1.5mins



The How





Feedback

“Trying at varying times across several days I could never book an appointment online. After a week I gave up on online and went in person where I was informed that if I did not try to book an appointment close to 9am I would likely miss out.”

“Not sure why I had to make a booking to pick up a student card it seems pretty inconvenient”

“Got there... no no.. you need to book but there are no spots... okay I’ll book in for next week... ohhh you can’t book in that far ahead.... ”

“I was unable to get an appointment for weeks”



The Process



ENGAGE STAFF



**CONSIDER
RISKS**



Drop-in Model

Student Feedback Result Percentages	
I am happy with the service I received	The University made it easy for me to resolve my query
83% of surveyed students Strongly Agree	73% of surveyed students Strongly Agree

3597
Students served since 6 February 2023

8 min
Average service time

4 min
Average wait time



"I truly appreciate what stop1 team supports so far."



"It is acts of cooperation and understanding like these that truly enhance a student's educational experience..."



"Once I was at Stop 1 it was easy and my experience was great. The online booking process is hard to deal with, but the actual person I spoke with was great once I'd come in for a 5 minute on the spot help session."



Key Learnings and Takeaways

01

INSIGHT ONE

Staff Buy-In

Staff need to be involved in the planning and evaluation process. Developing a sense of trust in leaders and ownership can be key to the success of new initiatives.

02

INSIGHT TWO

Staff Resilience

Recognising that constant changes can impact the team. Consistently checking in with staff and gathering feedback is important to reduce burnout.

03

INSIGHT THREE

Flexibility

Staff need to be willing to be flexible and work in a constantly changing environment. Find a balance between being proactive and reactive and adjusting as needed.

04

INSIGHT FOUR

Time Consuming

New initiatives take time and require a hands-on approach. It is important to recognise capacity and have a clear focus.



Key Learnings and Takeaways



Students at the heart of everything we do



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Thank you

Any Questions?



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