

ANALYSIS & REVIEW

MEASURE. CHANGE. REASSESS.



We are here to assist you through data driven metrics and evaluation. By utilizing data and metrics, you are able to make an informed decision about your future direction and decide what resources to align with your strategic goals.

BUSINESS PROCESS ANALYSIS

The business process analysis requires working with a department or unit to analyze the current process of performing specific tasks. The outcome is to determine whether there is a more efficient way to utilize resources, assist in the process, and reassess to ascertain effectiveness.

EMPLOYMENT METRICS REVIEW

The employment metrics review process is to work with a department or unit to determine various employment metrics. Additionally, assisting a department or unit to evaluate function specific metrics with peer organizations.

CUSTOMER SERVICE EVALUATION AND REVIEW

Customer service can be evaluated several different ways. We can assist a department or unit to assess their level of customer service through a variety of ways such as mystery shop experts, surveys, and more. Become the best customer service provider on campus.