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## **PCC's Customer Solutions Center honored with national Models of Efficiency Award**

**PUEBLO** – Pueblo Community College is one of six colleges and universities nationwide to be recognized by *University Business* magazine's Models of Efficiency program that recognizes higher education institutions for using innovative technological approaches to streamline business processes. PCC was cited for developing a Customer Solutions Center that consolidates incoming customer telephone calls to its student service offices into a one-stop centralized operation.

The result has been reduced wait times for prospective and current students, both in person and over the phone, as they enroll, get academic and financial aid advising, register for classes and handle other processes involved with attending PCC. At the same time, student service departments report a much more efficient office environment created by a reduction in phone calls and walk-in traffic.

The Customer Solutions Center includes a follow-up tracking system to ensure that a student's needs have been met and includes a survey, the 2011 results of which indicate an 85 percent satisfaction level ("satisfied" or "highly satisfied") with PCC's customer service. It also provides the college with feedback needed for continuous improvement.

By better meeting students' needs with a one-stop, efficient procedure, PCC is fulfilling its mission of educating a population that often is faced with more difficulties than those attending private colleges or state universities.

"We developed the center to make sure that students' first experience at Pueblo Community College is a healthy, positive experience," said Patty Erjavec, PCC's president. "Keeping those students is a challenge, and it's easy for them to give up. Part of our job is to make sure our students find value in going that extra mile to get their education and complete it."

PCC's Customer Solutions Center was launched during the past summer and has a full-time coordinator and two specialists. It is designed to hire three temporary employees during acute busy periods, which it did during the weeks prior to the start of the fall semester.

In addition to PCC, Models of Efficiency fall honorees are Purdue University Calumet (Ind.), University of Oregon, Murray State University (Ky.), University of North Carolina Wilmington and Wayne State University (Mich.).

“Efficient business operations translate into better experiences for students and administrators alike, and the Models of Efficiency program aims to encourage schools to prioritize service,” said Tim Goral, editor-in-chief of *University Business*, the leading publication for senior managers at colleges and universities throughout the United States. “Pueblo Community College stands out for developing a very effective solution to a challenging situation.”

Models of Efficiency is an ongoing recognition program sponsored by Higher One, a company that assists in college technology and payment services operations. Higher One works closely with colleges and universities to ensure students receive financial aid refunds quickly, pay tuition and bills online, make on-campus and community purchases, and learn the basics of financial management.

“It’s a very rewarding experience to partner with *University Business* and recognize operations efficiencies on campuses across the country,” said Dean Hatton, CEO of Higher One, the program’s sponsor for the third consecutive year. “The creativity, tenacity, and determination demonstrated by Models of Efficiency winners are inspiring to us in the private sector as we continue to strive to support the streamlining of operations and services in higher education business offices.”

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*Founded in 1933, Pueblo Community College is a premier teaching institution focused on providing academic and service excellence to help its students acquire the 21<sup>st</sup> Century skills needed to better their lives. An educational and technological leader, PCC fosters economic development and utilizes strong partnerships in the communities it serves through its Pueblo, Fremont and Southwest campuses.*