

Blazing the Path to Tardiness:

An Attendance Point System

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University of Missouri

- **Located in Columbia**
 - Between Kansas City & St Louis
- **Population**
 - Biggest Freshman Class Ever!
 - 5, 812 Freshman, a 15.6 % increase from 2007
- **Division of Information Technology**
 - Computing Sites
 - 30 computing sites (General Access, Classroom & Res)
 - About 150 students

History

- **The Process for missing a shift**
 - Post Shift
 - CSIS
 - Notify Support Center
 - Write on Board
 - Create Remedy Ticket
 - Notify Site Coordinator

History

- **Why it was not working**
 - Two Site Coordinators
 - Two different physical locations
 - Two different people and personalities
 - Over 100 Students

Brainstorming

- **New Ideas**

- What we needed
 - What we had to have in the system
- What we could use
 - Remedy a tool we already have
- Student buy in
 - Discussion with pizza

Development

- **Our Goal**
 - Clearly defined expectations
 - Both from us and from the students
 - Well documented (handbook & training)
 - Consistency
 - Measurable
 - How can we tie this back into their semester evals?

Development

- **The Point System**
 - Tardiness
 - Missed Shifts
 - Leaving Shifts Early
 - Free Days
 - Exceptions

The Procedure

- **The Process- student missing shift**
 - Post
 - Contact Support Center
 - Contact Site Coordinator, prior
- **The Process- in support center**
 - Name on Whiteboard
 - Remedy ticket once shift started
 - Send to Site Coordinator
- **The Process- Site Coordinator**
 - Update/Close Remedy ticket

Tracking/Remedy

- **Remedy**
 - Track Technical issues
 - Laptop Checkout
 - Attendance for Students that call in
- **Staff Tracker Form**
 - Records name, shift and why missing shift
- **Changes Made to Form**
 - Records name, shift missed, why and assigns points
 - Site Coordinator updates tickets, gives points

Remedy- Staff Tracker

BMC Remedy User - [Sites:Staff Tracker (New)]

File Edit View Tools Actions Window Help

Sites:Staff Tracker (New) Save

Shift Information System Request ID

Employee Info		Shift Info	
Last Name <input type="text"/>	First Name <input type="text"/>	Site not covered <input type="text"/>	
Phone # <input type="text"/>	Pawprint <input type="text"/>	Date/Time Shift Started <input type="text"/>	...
		Shift Absence <input type="text"/>	

Assigned To General Comments

Manage Incident Search History

Site Coordinator Only

Absence Type Excused Unexcused

Work Report Completed? No Yes

Ticket Status Open Closed

[My Open Tickets](#)

Current Semester Totals:

Excused Absences Points

Points For This Ticket

Totals After Closing This Ticket:

Excused Absences Points

Ready hohlt remedy.missouri.edu

start Inbox - Microsoft Out... MizouIT Computing ... Y107_Internet_Radio... Capture a Screen Sh... BMC Remedy User - [...]

10:59 AM

Remedy- Staff Tracker

BMC Remedy User - [Sites:Staff Tracker (New)]

File Edit View Tools Actions Window Help

Sites:Staff Tracker (New) Save

Shift Information System

Request ID:

Employee Info		Shift Info	
Last Name	<input type="text" value="Browning"/>	Site not covered	<input type="text" value="Arts & Science"/>
First Name	<input type="text" value="Tammy"/>	Date/Time Shift Started	<input type="text" value="10/15/2008 12:00:00 AM"/>
Phone #	<input type="text" value="(573) 882-0064"/>	Shift Absence	<input type="text" value="21 or more minutes late"/>
Pawprint	<input type="text" value="hohltt"/>		

Assigned To: General Comments:

Manage Incident Search History

Site Coordinator Only

Absence Type: Excused Unexcused

Work Report Completed?: No Yes

Ticket Status: Open Closed

Current Semester Totals:	
Excused Absences	<input type="text" value="0"/>
Points	<input type="text" value="0"/>
Points For This Ticket	<input type="text" value="2"/>

Totals After Closing This Ticket:	
Excused Absences	<input type="text" value="0"/>
Points	<input type="text" value="0"/>

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Remedy- Staff Tracker

BMC Remedy User - [Sites:Staff Tracker (New)]

File Edit View Tools Actions Window Help

Sites:Staff Tracker (New) Save

Shift Information System

Request ID

Employee Info		Shift Info	
Last Name	<input type="text" value="Browning"/>	Site not covered	<input type="text" value="Arts & Science"/>
First Name	<input type="text" value="Tammy"/>	Date/Time Shift Started	<input type="text" value="10/15/2008 12:00:00 AM"/>
Phone #	<input type="text" value="(573) 882-0064"/>	Shift Absence	<input type="text" value="No Call/ No Show"/>
Pawprint	<input type="text" value="hohltt"/>		

Assigned To General Comments

Manage Incident Search History

Site Coordinator Only

Absence Type Excused Unexcused

Work Report Completed? No Yes

Ticket Status Open Closed

Current Semester Totals:

Excused Absences	<input type="text" value="0"/>	Points	<input type="text" value="0"/>
Points For This Ticket	<input type="text" value="5"/>		

Totals After Closing This Ticket:

Excused Absences	<input type="text" value="0"/>	Points	<input type="text" value="0"/>
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Evaluation

- Measurable
 - We now run reports monthly so students know how many points they have.
 - 0 points = exceptional
 - 4 points = meets expectations
 - 5 or more points= improvement expected
- Incentives
 - Money
 - Schedule

Future Considerations

- Changes we made after our first semester
 - Missing shift, follow some procedures 3 points.
- What we want to do next
 - Vest and ID
 - Rounds

Acknowledgements

- University of Nevada
- Applications and Development
- Our Students

Questions?

