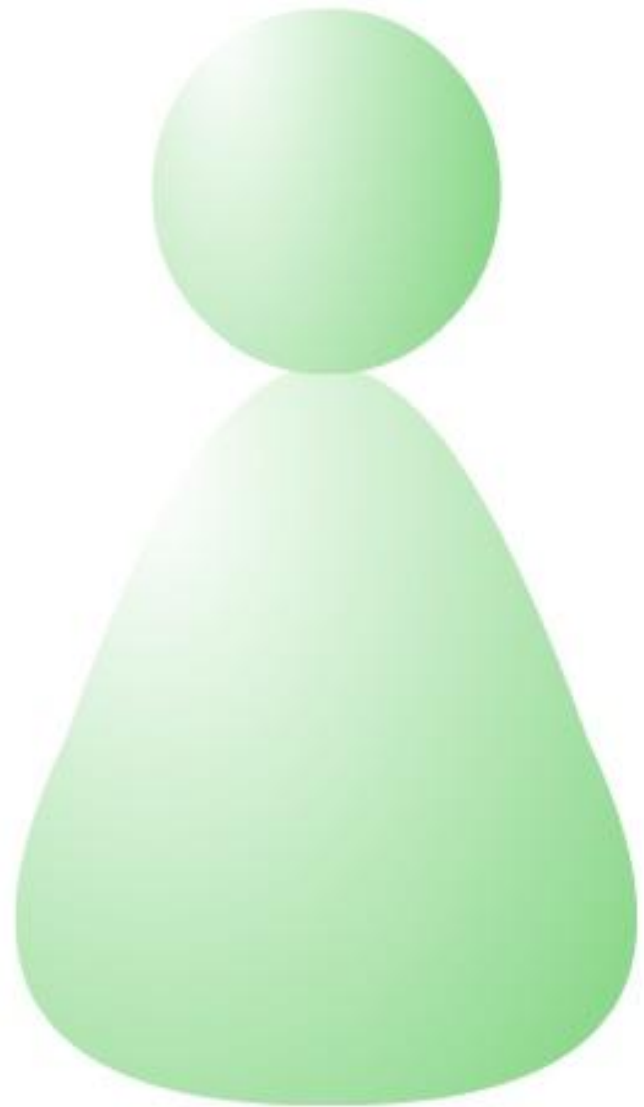




QLess is a revolutionary, internet hosted, wait management system, used by MCC Student Affairs, which enables students to get in line virtually, monitor their place in line, and be notified when their time approaches, while allowing the freedom to 'wait' in a location more suitable to meet their personal and academic needs.



Step 1: Getting in Line

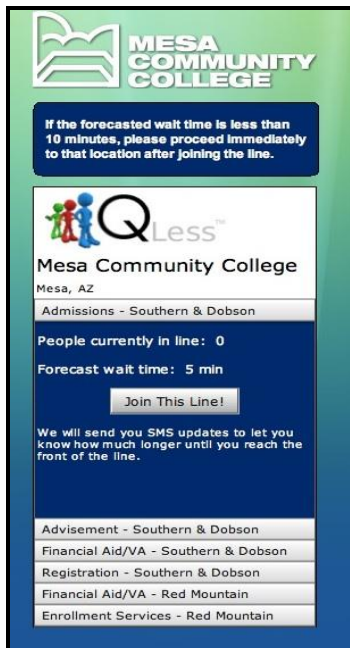
Kiosk



Cell phone



MyMCC widget



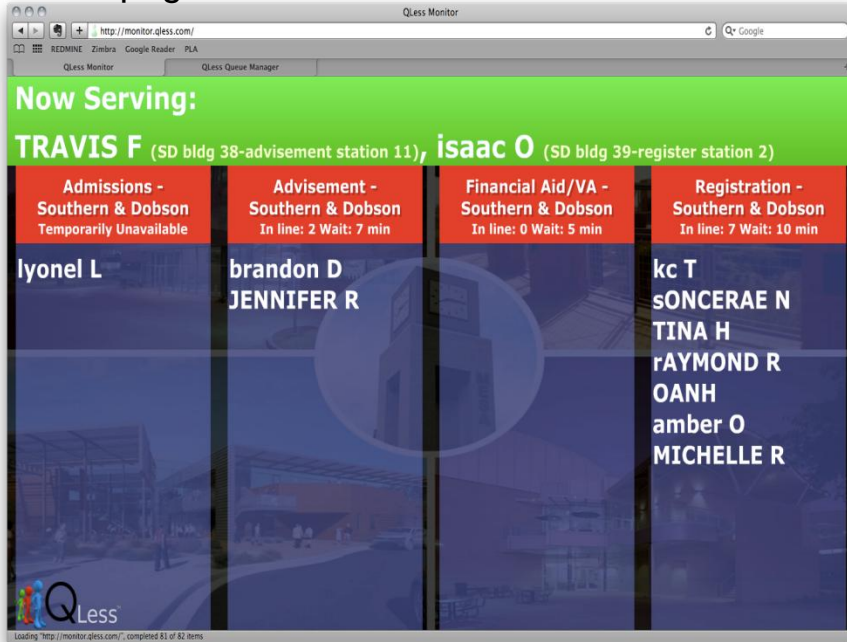
Concierge desk



QLess is powered through easy-to-use, point and click tools that students are comfortable with, the web, cell phones, kiosks, and service area 'front desk' support. Students can enter a line from ANY of these multiple modalities thus allowing students to be more efficient in their use of time. Collaboration across all student services departments have empowered students to make educated, timely decisions on how to schedule their day. **Kiosks** have been set up in multiple student services venues, providing self service entry, a web based '**widget**' allows for students using MCC's portal to enter a line without physically being present, **cell phones** and SMS technology also provide a gateway into the lines, or there is always a **concierge desk** for staff members to add students in line. It's all about CHOICES when choosing to visit the student services village at MCC. In the 4 months that QLess has been used at MCC, over 42,000 students have been in virtual lines, allowing them to wait anywhere they 'choose', on their terms. Students are raving about finally having the ability to get in a mobile line and not feel like they are being 'herded' into a pen. Students have a lot of options for higher education, online, hybrid, brick and mortar. QLess gives them choices in student services as well.

Step 2: Monitoring status

Web page



Cell phone



RM lounge



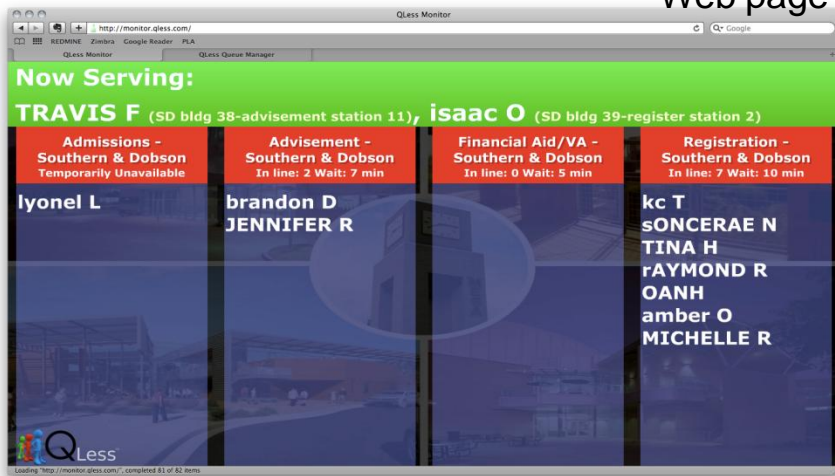
SD Registration



Once a student has entered one of MCC's SIX queues, they are able to monitor their location 'in line' via multiple tools. MCC has developed a **web page** which views our Southern/Dobson and Red Mountain queues in real time. Students see their name or phone number in the web page, and are able to determine when to physically go visit the chosen venue. MCC has also installed multiple large **LCD screens** across all the student services queue locations as well as student union buildings, allowing students a more comfortable place to monitor their line status. Students who entered a queue via **cell phone**, can also get real time updates on their phone via **SMS** (texting). MCC's students benefit greatly by the creativity of the folks at QLess, and the team of MCC staff that has made this a reality. MCC can easily replicate the infrastructure (within hours) if new sites need to be brought online, without any extra fees. Since this application is completely hosted, **NO hardware** was purchased to bring it online. To date, students have saved 518 DAYS of 'herding'. The old days of creating 'herding' spaces in our departments are gone, and that space can now be allocated to other functions to support our learners.

Step 3: It's time !

Web page



Cell phone



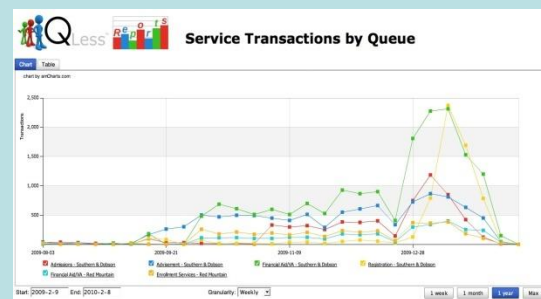
SD advisement



Finally it's time to physically visit the department. As with all other aspects of QLess, students have the flexibility of 'watching' multiple screens to see if they have been 'summoned'. Students can watch a **web page** to see the NOW SERVING area, and if their name is there, it's time! **LCD monitors** are also provided in all student services areas, as well as student unions, providing the same look and feel. **Cell phones** can also be used in much the same way, texting the student when they are 'at the front of the line'.

Awesome analytics

- 42,000 in 4 months 20,000 in January alone
- 15,500 students queued at financial aid at SD
- student cell phone usage - 109 cities Denver largest city outside Az.
- advisement set record for most students in queue - January 4th - 2PM - 51
- 87 % of students in line from Arizona Best hours to visit - 8 AM and 6 PM
- unmatched loyalty - 94 % of students who waited an hour or more - showed up !
- 14,000 students 'got in line' via KIOSK in January
- QLess provides full suite of analytic tools/reports
- Best hours to visit : 8 AM and 6 PM





The QLess @ MCC team

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