



Graduate College ~ 100% Solutions

In March, 2015, after about a year of internal strategic planning, the Graduate College staff was pleased to roll-out our new brand governing our business practices and service orientation: 100% Solutions. When prospective or current students, alumni, faculty, staff or community members reach out to anyone on the GC team about an issue, question, concern, or idea regarding graduate education, our staff is committed to finding and providing answers 100% of the time. The initial idea was tossed out during a staff planning session by Jonathan Baltera, one of our Admissions and Records Analysts who is a doctoral student himself; once suggested, the GC team quickly embraced and expanded upon the idea. The Graduate College team wants to be UNLV’s one-stop-shop for questions related to graduate education at UNLV; if an issue is brought to us but beyond our purview, we'll connect you directly to the right person or office, or we'll get an answer from them for you. In short, our GC team committed ourselves to providing the service and support our constituents need in a way that leaves them with a positive impression of the Grad College, and of the university as a whole.

Four times a year we are also giving awards to the GC team member who most exemplifies our 100% Solutions ethos. In May we gave the first of our 100% Solutions awards to Allison Diehl, our Senior Admissions Analyst, for her consistently outstanding, friendly, and helpful service to her constituents and colleagues. In summer 2015, the Graduate College team began short weekly problem-based learning sessions on specific topics to keep everyone informed and cross-trained, and role-playing activities to further hone our service orientation and customer relations skills. Part of our 100% Solutions brand is to keep learning, keep sharing, and keep improving.