Managing Visitors at Rice

Results so far & next steps

Results so far: Service Providers are fully managed online

Next steps: Online intake of Academic Visitors starts this Summer; Renewal/Termination this Fall

So what? We’ll reach out to some of you to help us test drive the portal; until then, it’s business as usual
As you know, Rice wants to better manage the 1,500+ complimentary visitors who are on campus.

- **Before Rice**
- **While at Rice**
- **After Rice**

**Issues:**
- Poor vetting
- Inconsistent accountability
- Poor ability to track
- Poor termination

**So what?**
- Risk exposure for Rice, visitors
- Ability to strategically manage limited resources
This effort targets a subset of people who visit Rice.

Out of scope

Don’t need resources

E.g., Teach for America and similar programs

In scope

All visitors

Need resources

• ID Card
• Key / keycard
• E-mail, VPN or other IT account
• Parking lot sticker
• Library checkout resources
• Rec. center access

Service providers

Non-Rice people who provide non-teaching and non-research goods and/or services to Rice + require resources

Academic Visitors

Non-Rice people whose primary purpose at Rice is academic (research, teach, being trained) + require resources
Over 200 service providers have already been processed through our portal since last year.

Rice employees can request the intake of a new visitor... and manage their current visitors as well as request renewals/terminations, all in paperless form.
Having finished with Service Providers, we’re now coding the intake process of Academic Visitors (AV) for a June release…

- Code AV’s intake process
- Test drive AV’s intake process
- Release AV’s intake process
...and we expect to release the renewal/termination process of Academic Visitors in the Fall

Jan ’15  Feb  March  April  May  June  Jul  Aug  Sept  Nov  Dec

Design AV’s renewal/termination process

Code AV’s r/t process

Test drive AV’s r/t process

Release AV’s r/t process
We’ll reach out to some of you to help us test drive the processes before formally rolling them out.
Meanwhile, keep on doing things as usual

Use portal for Service Providers (for both intake and renewal/termination processes)

Release intake of AV

For intake, use your current process*

Use portal*

For renewal/termination, use your current process*

Release r/t of AV

* Unless otherwise advised
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For more, visit visitors.rice.edu or email visitorportal@rice.edu