

Process Name: Approved Driver Process, MVR & Defensive Driving



Opportunity:

How do we create a clear and consistent streamlined process that is beneficial to drivers and staff?

Current Landscape:

- For USNH insurance purposes, student drivers for sport clubs and student organizations must have complete defensive driving education and have a motor vehicle registration check.
- Heaviest users of student drivers are campus recreation and student activities (MUB) and their processes are completely different as is the funding (cost to individual student or organization vs. unit budget).
- Most students are not eager to drive but agree to do it so the organization can travel to events/activities. It takes a lot of convincing for them to do it, many students don't follow through to completion of all steps or never start because of how complicated the process is.
- The process is very manual and carries an administrative burden (loss of productivity and duplication of efforts) that takes people away from their core responsibilities and ability to do the programming work, which is the work that they are passionate about.
- Technology is not being leveraged; no information available in a single resource (i.e., landing page) or auto generated lists/email responses.

Future Recommendations:

- Centralized landing page (SharePoint)
- Automate steps in the process
- Centralized approved driver database
- Central funding
- Use of United Educators Safe Driver training, free and already purchased at USNH system level
- Student notaries
- Oversight committee to monitor process and include other units at a later time.

Implementation Strategy:

Spring 22

- Create SharePoint site
- Explore United Educators capabilities
- ID secure approved driver list
- ID Sophomores or Juniors to become mentors
- Create oversight committee
- SVP Holmes to create central budget (with support from USNH)

Summer/Fall 2022

- Roll out of new systems, United Educators (DD) and iiX (MVR background checks)
- Office hours for student notaries
- Train in July
- Sunset HireRight and current DD class

Goals/Targets:

- Streamlined process that both units follow (able to share with campus after pilot)
- Single database of approved drivers
- Leverage use of technology
- Clear documentation of process

Follow-up/Sustainability:

- Oversight Committee to meet twice a semester
- SharePoint site makes access easy and ability to make central changes with process tweaks

Sponsor(s): Stacy Hall

Project Manager: Beth Goldenberg, Campus Rec

Project Team:

Dave Charette, Meghan Proctor, Melissa Beecher, Kally Riddinger, Maureen Claussen, Catherine Lamb, Beverly Cray, Debbie Grotheer, Lorna Jacobsen

Facilitator(s):

Tamara Rury, Paul College

Impacted Campus(es):

UNH Durham, USNH Policy and Risk Management