

Work-in-Process: Creating, Using, and Maximizing Canned Responses



March 2022
Presented by: The Ontario Association
of Student Financial Aid Administrators



Hi, I'm Bianca!
My pronouns are she/her.

Manager, Student Financial Assistance

Proud Ryerson Alumna:

Sociology (BA)

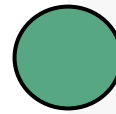
Organizational Leadership Certificate

Masters in Leadership (UGuelph) Candidate

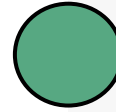


Toronto is in the 'Dish With One Spoon Territory.' The Dish With One Spoon is a treaty between the Anishinaabe, Mississaugas and Haudenosaunee that bound them to share the territory and protect the land. Subsequent Indigenous Nations and peoples, Europeans and all newcomers have been invited into this treaty in the spirit of peace, friendship, and respect.

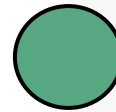
Zoom Housekeeping Tips



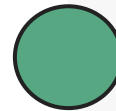
Cybersecurity



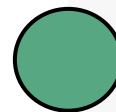
Be mindful of mic & camera if you do not wish to be captured in the recording



Unmic, or type your questions in the Chat



Closed Captioning available



Recording available within 2 weeks on OASFAA website

Learning Objectives

**The
Practice**



**The
Process**



**The
Product**

The 3Ws & 1H of Canned Responses: What, When, Where and How?

**RU's Canned Response
Rehaul, and;
What We Learned**

**Why Canned Responses
Matter, and;
Developing Your Canned
Response Depot**

The Practice

The 3Ws & 1H of Canned Responses:
What, When, Where and How



Canned responses are **predetermined responses to commonly asked questions.**

In our case, topics include a variety of financial aid inquiries from recipients of OSAP.

Canned responses act as a **comprehensive depot for students' frequently asked questions.**



When do we use canned responses?

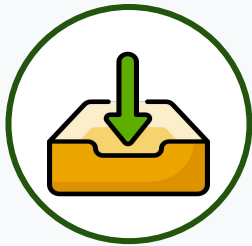
1. In response to a **personal student concern**
2. In response to a **complex student concern**
3. In response to a **unclear student inquiry**



1. FAQ: “When will the OSAP Application become available?”
2. We recognize **the medium has limits.**
3. **We ask; never assume.**



Where do we use canned responses?



Generic Inboxes Managed by the FAO



Personal Emails



ONE-Key Portal for 'Message Centre' Communications

Your FAO can create canned responses through:



Gmail



Outlook Web



Or...create a shareable Document/Spreadsheet!

The Process

RU FAO's Canned Response Rehaul:
What We Learned



RU FAO's Canned Response Rehaul

Preliminary
Rounds of Editing
and Reworking

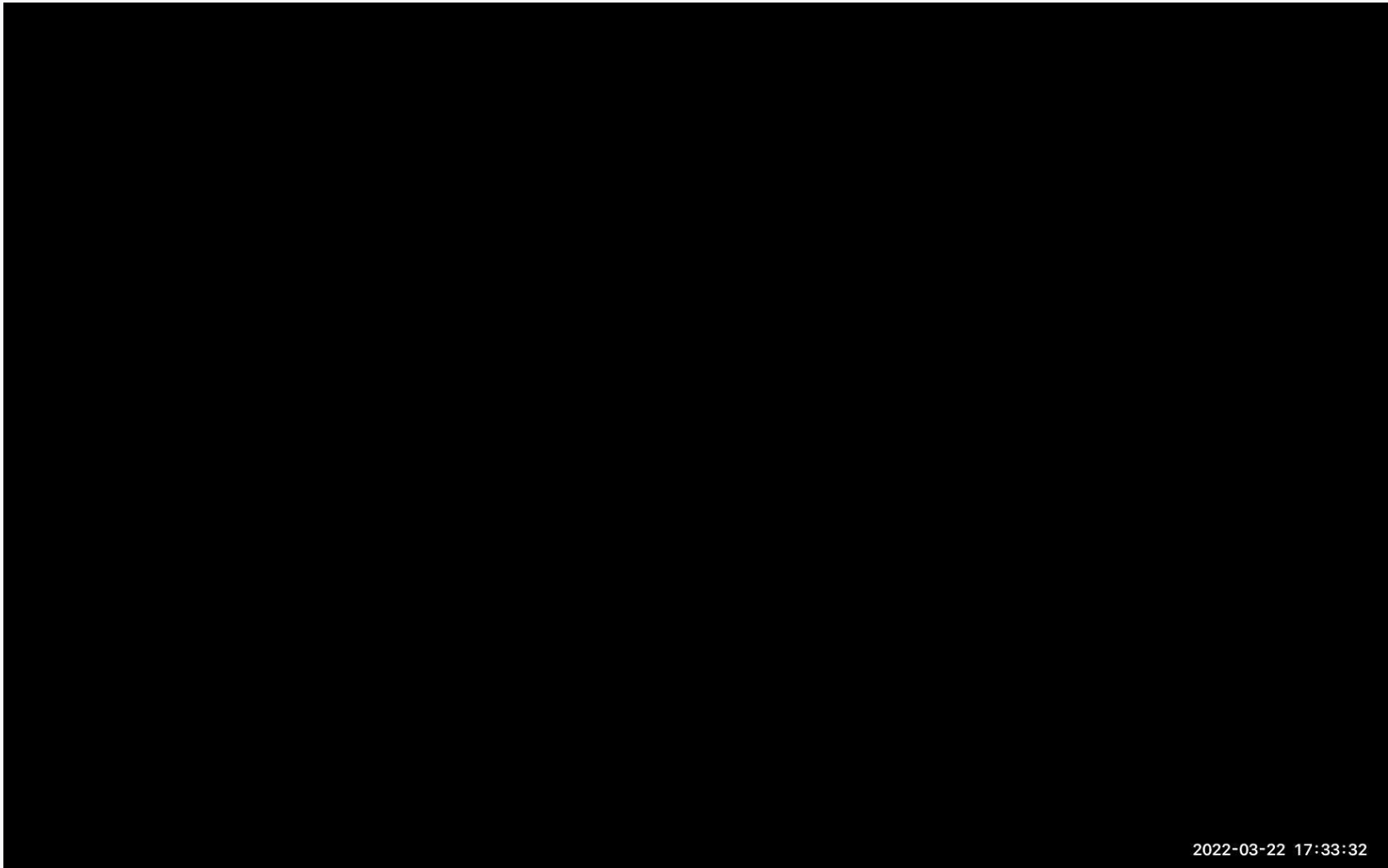
Integration of
Accessible
Hyperlinking

Migration from a
G-Document to a
G-Sheet

First Round of
User Testing
Through ONE-Key

Rectifying Usability
Errors and
Implementing
Fixes

Final Round of
User Testing
Through ONE-Key



2022-03-22 17:33:32



What We Learned



Leadership Efficiency

Improving turnaround by reducing response and idle time

vs.

Staff Effectiveness

Delivering consistent service for each and every student interaction



The Product

Why Canned Responses Matter
Developing **Your** Canned Response
Depot



Why Canned Responses Matter

Design pathways for retaining exceptional service quality

Ensure a consistent service standard to our stakeholders

Developing Your Canned Response Depot



Start small.

**Leverage
existing
resources.**

**Anticipate
need.**

**Reach out to
reach in.**

**Prepare for
continuity.**

**Sound
human.**

Supplementary Resources

Canned Response Starter Pack (6 OSAP FAQ)



Guidelines for Accessible Web Text



6 Tried and True Tips to Successfully Implement New Workplace Technology



Let's Connect!



bianca.marryshow@ryerson.ca



[linkedin.com/in/biancamarryshow](https://www.linkedin.com/in/biancamarryshow)

How will you begin adding value to your team with canned responses?



Thank you for joining us!

We welcome your questions.

