The Team

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Team Objective

To develop customer service standards that offer the highest quality of service to all Facilities customers and is consistent with State of Texas and University customer service guidelines and principles.
Compact with Texans

The 1999 Texas Legislature required each state agency to create a “Compact with Texans.” Each compact is designed to set customer service standards and describes each agency’s principles governing customer service.
The State’s Government Code  
(customer service - chapter 2114)

- Facilities including the customer’s ability to access the office location, signs, and cleanliness.
- Staff courtesy, friendliness, knowledge ability, and identity including use of name plates or name tags.
- Communications including telephone access, hold times, and access to a live person, letters, or e-mail.
- Internet site ease of use, quality of information, further contact information.
- Complaint handling processes.
- Timeliness for in-person, phone, website, or written correspondence.
- Brochures and other printed information accuracy and effectiveness.
UTSA

Customer Service

As parts of a comprehensive academic institution, UTSA departments and programs best provide service to the community and customers by striving to achieve excellence and effectiveness in educational, research, and public service programs, and in the accompanying administrative and educational support services. The University engages in a continual self-assessment of its institutional effectiveness through methods such as its formal accreditation renewal process, review of customer surveys, and external and internal process and organizational reviews. The University uses this information to implement continuous improvement in the quality of its programs and delivery of services.

UTSA complies with “Compact with Texans” and as service providers are guided by the following principles:
Customers will be treated with dignity and respect.

Customers will be provided with accurate information promptly, and in a friendly manner.

Wait times will vary according to the nature of the particular service requested. They are influenced by specific format constraints, the particular time of program year, any specialized procedures that must be followed, or any involvement with external offices. We strive to provide service in the minimal time frame appropriate to the particular request.

Complaints are most effectively handled in the particular department to which they refer, following supervisory channels, either personally, over the telephone, or in written form. Customers who are bonafide members of the University community have various informal and formal dispute resolution methods available to them, including conflict resolution and grievance procedures and processes.

Complaints will be reviewed, and the customer will be contacted by telephone, letter, or through electronic mail, as to resolution, in most cases within 72 hours.

Complaints may be sent to the specific department with which the customer has experienced dissatisfaction.
UTSA
Customer-related Performance Measures

The University employs various methods to monitor customer satisfaction and to identify areas of performance strengths and weaknesses. The University analyzes the information and applies resources to improve the areas that have been identified as hindrances to customer satisfaction with programs and services. UTSA has documentation of systematic and continuous improvement such as the following:
http://www.utsa.edu/acrs/required/Report/Customer_Svc_Report_08.doc

UTSA continuously renews its commitment to provide responsive, quality service to the people of San Antonio and the South Texas region, and to emphasize programs that contribute to the technological, economic, and cultural development of the city, region, and state.
# Team Goals for Developing Customer Service Standards

## Who are our customers?
- Students
- Parents
- Faculty
- Staff
- UTSA community
- San Antonio community
- State of Texas
- Visitors

## What are our desired Results?
- Earn customer trust
- Positive results
- Provide excellent customer service
- Exceed customer expectations
- Satisfied customers
- Be good stewards of customer service
<table>
<thead>
<tr>
<th>What Does Success Look Like?</th>
<th>What is important to us?</th>
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</thead>
<tbody>
<tr>
<td>• Satisfied customers</td>
<td>• Do the job right the first time</td>
</tr>
<tr>
<td>• On time delivery of services</td>
<td>• Perform job on a timely basis</td>
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<td></td>
<td>• Good customer relations</td>
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<td></td>
<td>• Ensure customer care matches commitment to excellence</td>
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<table>
<thead>
<tr>
<th>What are we about?</th>
<th>What do we want to be known for?</th>
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<tbody>
<tr>
<td>• Service provider - serving the UTSA community</td>
<td>• Commitment to excellence</td>
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<tr>
<td>• Public entity - accountable to customers and tax payers</td>
<td>▪ excellent work</td>
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<td></td>
<td>▪ excellent attitude</td>
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<td></td>
<td>▪ excellent communication</td>
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<td></td>
<td>• Timely results</td>
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<td>• Trustworthy</td>
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<tr>
<td>What do our customers need?</td>
<td>What can we deliver?</td>
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<tr>
<td>-----------------------------</td>
<td>------------------------</td>
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<tr>
<td>• Speedy Service</td>
<td>• Excellent customer service</td>
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<tr>
<td>• Quality service &amp; excellent results</td>
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<tr>
<td>• Courtesy</td>
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<td>• Respect</td>
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<tr>
<td>• Honesty</td>
<td></td>
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<tr>
<td>• Appropriate and timely Responses</td>
<td></td>
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<tr>
<td>• Professionalism</td>
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<tr>
<td>• Properly maintained and fully operational facilities</td>
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<table>
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<tr>
<th>What can we do to focus on our Customers?</th>
<th>What measures can we put in place to ensure consistency?</th>
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<tbody>
<tr>
<td>• Employee training</td>
<td>• Maximize efficient use of resources</td>
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<tr>
<td>• Communicate with customers</td>
<td>• Collaborative efforts such as town-hall meeting</td>
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<td>• Customer training during new employee orientation</td>
<td>• Develop customer service standards and Monitor performance standards of customer services across the organization</td>
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<tr>
<td>• Provide assistance and guidance within a supportive and positive culture</td>
<td>• Foster a “can do” attitude among employees</td>
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How can we use quality, a timeline, measure and quantify results in our customer service standards?

- Listen to customers and react quickly and effectively to meet their needs
- Good communication both internally and externally
- Annual customer satisfaction surveys
- Customer service standards review
- Continued investment in training and development opportunities supporting customer service

How can we include interaction with our customers service standards?

- Open house at west campus or participate in university Vendor Fairs
- Customer surveys
- Customer feedback
- Brochure for new UTSA faculty and staff during orientation
Facilities Customer Service Standards

Facilities is committed to providing excellent customer service in a courteous, timely and efficient manner. Our employees shall exemplify the following standards when interacting with customers. Employees shall also use these standards as a guide in delivering quality service that exceeds customer expectations.

I. Facilities and Environment

- We will project a customer friendly environment.
- We will wear our identification badge at all times. (Under SET Discussion)
- Signage will be visible and customer friendly.
- We will maintain a clean and safe environment.

II. Courtesy and Respect

- We will greet customers in a friendly, courteous and respectful manner.
- We will be courteous during all customer interactions.
III. **Communication** (Includes telephone, written, email and other customer contact)

- We will answer phone calls promptly and in a friendly and professional manner.
- We will introduce ourselves by department and name.
- We will provide clear, timely and accurate information. If the employee receiving the call cannot fully respond, the customer will be promptly referred to someone who can assist.
- We will ensure that customers have easy access to information.
- Employees will use voice mail and automated “out of office” e-mail features to provide call options for same day assistance.
- When transferring calls, we will stay on the line until someone answers, announce the caller and continue to stay on the line until the call has been successfully transferred. If there is no answer we will take a message and give the customer assurance that their call will be returned.
IV. **Excellence**

- We will assess customer’s needs and level of satisfaction by performing customer satisfaction surveys on a regular basis.

- We will provide our employees with the training necessary to ensure success in customer service.

- We will track customer complaints through TMA to ensure timely responses.

V. **Responsiveness**

- We will strive to assist customers within the most reasonable time possible or direct the customer to the appropriate person.

- We will respond to customers within the time frame agreed to. If we cannot comply, we will notify the customer to explain and establish a new time.

- We will be responsible for providing timely responses. If a response cannot be timely provided the customer will be notified and given a reasonable estimated time of response based on the nature of the request.

VI. **Discussion – Q&A**