

## **EM Customer Services Committee Meeting & Recommendation Summaries**

- Defining the term customer. Who are our customers? Should the term customer service even be used, especially as related to faculty?
- Strategic Customer Service Proposal: Customer Service Training, rewards/recognition programs, policies/procedures, development of standards.
- Ombudsperson services and the need for centralized knowledge basis about students who express concerns.
- Customer Satisfaction: What are the current levels of satisfaction among internal and external constituents, are we missing data we need to collect, do we understand students expectations of service, etc.
- Faculty Engagement: Address faculty members concerns about the term customer service, possibly identify a different term that reflects the notion that students have both responsibilities and rights, yet are not always right. We are here for the students so how do we provide a high quality experience for them inside the classroom.