

University of the Virgin Islands

www.uvi.edu

SPECIALIZING IN FUTURES



HISTORICALLY AMERICAN.
UNIQUELY CARIBBEAN.
GLOBALLY INTERACTIVE.

Service Charter

Student Affairs And Operations Component

- Student Affairs
- Campus Operations
- Physical Plant
- Security

September 2008

OUR SERVICE CHARTER

The Service Charter of the Student Affairs & Operations Components outlines the following:

- WHO WE ARE
- OUR VALUES
- WHAT WE DO
- OUR CLIENTS
- OUR SERVICES
- OUR COMMITMENT TO YOU
- OUR SERVICE GUARANTEE
- OUR SERVICE STANDARDS
- HOW WE WILL BE ACCOUNTABLE
- HOW YOU CAN HELP US
- INFORMATION ABOUT THE UNIVERSITY
- HOW TO CONTACT US

WHO WE ARE

Student Affairs and Operations is dedicated to providing a safe, secure, and clean environment conducive to the academic enterprise of the University of the Virgin Islands. We offer services and co-curricular activities that support and add value to teaching, learning, research, public service and student success.

OUR VALUES

We embrace UVI's value system that embodies the principles, ideals and beliefs of its students, faculty, staff, administrators, and trustees, and forms the foundation for UVI's actions. Our values are:

- Students First
- Learning and Scholarship
- Excellence
- Teamwork
- Collegiality and Shared Governance
- Inclusiveness of Ideas
- Principled Leadership
- Supporting Our Community
- Effective Use of Technology

- Equitable Reward System

WHAT WE DO

Student Affairs and Operations collaborates with other components to achieve the mission of the University. We are dedicated to student success by providing services that promote health and wellness, career exploration, the development of the whole student, co-curricular activities and student leadership. In addition, we enhance the UVI experience for students, staff and faculty by supporting teaching and learning through a safe and secure environment, effective facilities management and efficient campus operations.

OUR CLIENTS

Our clients include students, staff, faculty and the community.

OUR SERVICES

- Counseling, advising and student support services
- Health and wellness support
- Students Campus Events and Activities Coordination
- Student housing and food services
- Comprehensive building maintenance and facilities services
- Transportation services
- Campus safety and security
- Faculty and staff housing (STT)
- Mail and courier services
- Bookstore and related services
- Cashier services
- EPA compliance services
- Facilities scheduling services
- Space allocation coordination

OUR SERVICE GUARANTEE

To fulfill our service guarantee to you, we are committed to having well-trained and courteous staff. Within the various departments in our Component, we will develop and maintain an open and accountable culture that is fair and reasonable in dealing with our clients. We believe by serving each other and promoting cross-functional collaboration we serve the best interests of students, staff, faculty and our external customers.

We will provide you with quality service by:

- Identifying ourselves when we speak to you in person and on the phone.
- Seeking to understand your requirements and what is important to you. We will listen actively and act responsively to your needs.
- Recognizing that clients have different needs and personalizing our services and advice in ways that fit those needs.
- Treating you with respect and courtesy, maintaining confidentiality where required.
- Giving you clear, accurate, timely and relevant information.
- Being clear and helpful in our dealings with you, giving reasons for our decisions.
- Respecting the confidentiality of personal information and using it only in accordance with the law.
- Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with UVI Core Values.
- Referring inquiries to other sources as appropriate.
- Presenting our responses to your inquiries or requests clearly and concisely, using plain English, understandable graphics, or other means relevant to your needs. Generally, we will respond within three (3) working days of getting your letter or e-mail. If this is not possible, we will indicate why we cannot and when you can expect a response. Our correspondence will include the name and telephone number of the person dealing with your request.
- Returning your phone call within 24 hours and offering information relative to your request.
- Ensuring that our recorded telephone, facsimile and Web services are kept current with the latest information, programs, services and products.
- Ensuring that our recorded telephone and facsimile services use concise wording and compact graphics.
- Ensuring that our Web pages are easy to use and well-organized.
- Ensuring that all our services meet the needs of our customers.

In delivering our services, we promise to honor the University's "Top Seven" Service Promises:

- To smile
- To greet everyone we meet
- To know our jobs...and the University
- To treat your concern as our concern
- To follow up on everything
- To treat our colleagues as we would a customer
- To always remember that in communication courtesy matters

OUR COMMITMENT TO YOU

We demonstrate our respect for our customers and their rights by observing the following:

- The right to review and appeal;
- The right to lodge a complaint;
- The right to privacy and confidentiality;
- The right to see appropriate information(i.e. Freedom of Information Act);
- The right to access services, facilities and information in a manner which meets client needs.

OUR SERVICE STANDARDS

This charter describes our main services and how we measure their effectiveness. The following table describes how we will measure how effective we are in delivering our core services to our Clients:

OUR SERVICES	MEASURES OF EFFECTIVENESS
Counseling, Advising and Student Support Services	• Counseling services will administer an exit survey to all clients. The number of students seeking acceptance to UVI as a National Student Exchange participant will continue to grow annually. • The Career Services Office provides '20 minute' appointment slots on a daily basis for students to review their resumes with a Career Counselor using a 10 point rubric scale. • Students who drop off their resume or cover letter will have them evaluated using a 10 point rubric scale. • Contracts for student employment are prepared within 48 hrs. after receipt of a 'Request for Student Employment Form' during off-peak periods. • To enter SROA information in BANNER

	with 100% accuracy. • On-line or in-office vacancy notices will be updated weekly.
--	---

OUR SERVICES	MEASURES OF EFFECTIVENESS
Health and Wellness Support Services	• First Aid for all injuries – Measured by monthly recording of all injuries. • Physical examination for students, faculty and staff-measured by keeping monthly records of each event. • On call emergency after office hours-Monthly recording of dormitory visits, hospital visits and emergency room visits. • Physician visits three (3) days per week-Monthly recording of student, staff and faculty. • Each service listed above is also measured by feedback from students, staff and faculty. Health Services measures effectiveness by recording the total Health Center visits, referrals, hospital visits, immunizations, number of physician, nurse visits, etc to the Health Center on a monthly basis. We also listen to feedback from students, faculty and staff to determine how effective our services have been. For the past year 2007, as per our records there have been an increase in monthly visits, physician and RN visits, so it can be concluded that services offered is important and effective. There has been positive feedback from students, staff and faculty.
Students' Campus Events and Activities Coordination	• Process Student Activities Request within 24 hours. • Each activity application request is acknowledged within 24 hours. (From this we are able to assess whether we are meeting our goal of timely response to student requests.) • By the end of summer, we should be able to provide more information on our main services in keeping with the intent of the Service Charter.

<i>Our Services</i>	<i>Measures of Effectiveness</i>
Student Housing and Food Services Process requests for student housing Food Services	• Timeliness of response to requests for student housing. • Percentage of students accommodated • Student satisfaction with quality of residence facilities provided. • Customer satisfaction with menu offerings. • Quality and preparation of food. • Cleanliness of facility.
Comprehensive Building Maintenance and Facilities Services Custodial Services Heating, Ventilation & Air Conditioning (HVAC) Services Drinking Water (Bottled) Grounds Keeping Services	• Ensure that the University offices, dormitories and buildings are clean and presentable on a daily basis. Custodial services are also provided for outside vendors that rent University facilities. • Ensure that all air-conditioners, appliances (such as stoves, dishwashers, washers and dryers) are operational at all times, which will ensure that our students, faculty, fellow employees and UVI community are comfortable within their designated areas. • Provide cold drinking water throughout the campus. The Physical Plant department makes sure that the offices and buildings are supplied with adequate bottled drinking water.

	• Maintenance and beautification of the 175 acres of the University's property by providing trash removal services and providing landscaping services and grooming of the campus on a scheduled basis.
<i>Our Services</i>	<i>Measures of Effectiveness</i>
Comprehensive Building Maintenance and Facilities Services (continued) Maintenance & Carpentry Services Electrical & Plumbing Services	• Maintenance of the infrastructure of all buildings on campus by performing minor and major repairs within a reasonable time frame. • Ensure that the University community is provided with the best electrical and plumbing services available. In order to reduce services interruptions, all utilities are repaired, maintained and updated.
Transportation Services	• Receiving and transporting mail to all university staff, faculty and students.
Campus Safety and Security	• This is done whenever the need arises. Injured students are referred to us by the Campus Nurse; we provide transportation to and from classes until the students are cleared by Health Services. • Incidents are kept to a minimum which indicates that our patrol procedures are effective. Level of low complaints from students, faculty and staff concerning response

	time is also an indicator of our success. • Clear record of prevention of incidents and vandalism during planned events. Results from close management and monitoring of events from a safety & security perspective.
--	--

OUR SERVICES	MEASURES OF EFFECTIVENESS
Faculty and Staff Housing (St. Thomas)	• Respond to requests for campus housing within 48 hours of receipt of request. • Maintain a high occupancy level • Customer satisfaction with quality of residential space provided.
Mail and Courier Services	• Process and distribute all inter-campus and intra-campus mail within 24 hours of receipt. • Process outgoing U.S mail within 24 hours of receipt. • Notify express mail recipient within 2 hours of receipt in the mailroom.
Bookstore and Related Services	• Achieve a 100% availability rate for textbooks at the beginning of the semester. • Process special orders within 24 hours of receipt.

	• Respond to quotation requests within 48 hours. • Fill and distribute supply orders within three (3) days from receipt of the order subject to product availability
--	--

<i>Our Services</i>	<i>Measures of Effectiveness</i>
Cashier Services	• Process student refunds within ten (10) days of placement on student account. • Mail billings within 5 – 10 days after the end of the month • Process and deposit checks received in the mail within three (3) days of receipt.
EPA Compliance Services	• Level of compliance with federal and local environmental regulations. • Level of awareness of environmental regulations and best practices among faculty, staff and students.
Facilities Scheduling Services	• Acknowledge and respond to facilities requests within 48 hours of request. Arrange with IT and other required (Security, Physical Plant, A/C, contract vendor, etc.) support services within 48 hours of facility confirmation. • Follow-up with requestor and support services at least two (2) days prior to scheduled event. • Issue invoice to requestor within three (3) days of confirmation of facilities rental. • Submit payment checks for facilities rentals to the cashier within 24 hours of receipt.
Space Allocation	• Degree to which space requests can be accommodated.

Coordination	
--------------	--

The tables below show service standards for our interaction with our customers. We aim to process all cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case.

Telephone

SERVICE PRINCIPLES	SERVICE STANDARDS
Our telephones will be answered promptly.	We will respond to your calls within four (4) rings.
We will be courteous, professional and helpful.	When answering the telephone, we will provide you with our name and our component or department.
	When we call you, we will provide you with our name, our component or department and the reason why we are calling.
We will be accessible by telephone during business hours.	All departmental areas will have telephone service options during business hours.
	We will respond to your telephone messages within one (1) working day.
	Our recorded messages will be current and give appropriate contact details during absences.

In person

SERVICE PRINCIPLES	SERVICE STANDARDS
We will assist you promptly.	We will serve you within ten (10) minutes of your arrival, if you have an appointment.
	We will serve you within twenty (20) minutes if you do not have an appointment or schedule an appointment if appropriate.
	We will advise you about any unexpected delays in attending to you.

In Person (continued)

SERVICE PRINCIPLES	SERVICE STANDARDS
We will be courteous, professional and helpful.	We will identify ourselves.
	We will be neatly dressed and well presented.
We will be accessible.	All departments will have in-person service options.
	Our offices will be clean and comfortable, have clear signage and current, relevant information on display.

Interview

SERVICE PRINCIPLES	SERVICE STANDARDS
We will give reasonable notice of interviews.	We will advise you about interview arrangements in a timely manner.
	We will inform you of any changes in arrangements before your scheduled interview.
	We will see you within ten (10) minutes of your appointment time and advise you of any unexpected delays.
We will conduct interviews in a fair and reasonable manner.	We will consider the appropriateness of any interview and whether the required information could be obtained in another way.
We will actively address your diverse needs.	We will conduct interviews in locations that are as private, secure and accessible to you and reflect the nature of the interview.

Written communication

SERVICE PRINCIPLES	SERVICE STANDARDS
We will respond to your correspondence promptly.	We will reply to all correspondence timely using the most appropriate contact method – via telephone, in-person, in writing or e-mail.
	We will acknowledge E-mail requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response to your inquiry or request.
We will be courteous, professional and helpful.	We will provide accurate, helpful and timely responses that are relevant to your needs.
	We will identify ourselves and provide contact details in our e-mail/ written correspondence.
	We will record all of your correspondence, as appropriate, on departmental databases and filing systems.
We will be accessible by e-mail or in writing.	All departments will have mail contact options.
	We will use out-of-office E-mail messages when away from the office, and provide you with alternative contact details.

Applications and decisions

SERVICE PRINCIPLES	SERVICE STANDARDS
We will acknowledge inquiries and requests promptly and inform you about the assessment process.	We will acknowledge all inquiries and requests within seven (7) working days – unless we make a decision within that time.
	We will provide you with the details of any outstanding requirements, next steps and likely processing times in a timely manner.

Applications and decisions

SERVICE PRINCIPLES	SERVICE STANDARDS
We will be courteous, professional and helpful.	We will identify ourselves and provide you with options for contacting us.
	We will let you know how and when you need to provide information to us.
	Where you have a nominated representative, we will communicate with your representative.
We will be open and accountable and tell you the reasons for our decisions.	We will provide you with clear and timely reasons for our decisions and advise you of any review rights.

Our information

SERVICE PRINCIPLES	SERVICE STANDARDS
We will provide clear, accurate, helpful and consistent information.	We will regularly review and update information to ensure it is current and meets your needs and expectations.

Your feedback

SERVICE PRINCIPLES	SERVICE STANDARDS
We value your compliments, complaints and suggestions.	We will invite feedback and provide appropriate contact details in our client information.
	We will acknowledge client feedback within one (1) working day of receipt.
	We will resolve client feedback or give valid and appropriate reasons for non-resolution received in person by E-mail/letter and telephone within ten (10) working days or less.
	We will resolve written client feedback received via the U.S. Postal Service, facsimile or courier within twenty (20) working days.
We will use your feedback	We will monitor and report on all feedback and consider

to improve our services.	its relevance in reviewing and improving our services.
--------------------------	--

HOW WE WILL BE ACCOUNTABLE

We strive to:

- Monitor our performances against the standards set out in this Charter and have results available.
- Be open to feedback on our performance and suggestions for improvement from our clients and make adjustments to our programs and services based on information received.
- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy.
- Formally review the standards set out in this Charter once a year and make modifications where appropriate in light of your comments and in response to ongoing changes in the spirit of continuous quality improvement.

HOW YOU CAN HELP US

- We welcome your feedback and comments as vital in helping us to monitor and improve the relevance and quality of our programs and services.
- We will consider all suggestions fully and promptly in our planning for service improvement and, whenever possible communicate any changes made based on your feedback.
- We may occasionally seek your input to random surveys and/or focus groups to receive feedback on our programs and services in the spirit of continuous quality improvement.

Help us help you. We ask you to:

- Tell us if you have special needs so we may attempt to accommodate them.
- Let us know if you need an interpreter to use our services or understand the information you are requesting.
- Treat our staff with courtesy and respect.
- Attend scheduled meetings punctually.
- Respond to requests for information by the department accurately, thoroughly and in a timely manner.
- Provide us with changes in your circumstances promptly, as appropriate, so we may continue to serve your needs.
- Abide by any and all legal Territorial and/or Federal requirements and other obligations that are required, as appropriate.
- Report any issues or concerns you may to the appropriate department so we may take steps toward resolution.

TO HELP US SERVE YOU BETTER

- Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done about it.
- To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.
- We will try to resolve complaints satisfactorily and promptly. You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint.
- Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to the person by e-mail or letter.
- Our *Complaints Handling Policy* which outlines the processes involved, including your review and appeal rights can be obtained from the Office of Campus Executive Administrator (CEA).

INFORMATION ABOUT THE STUDENT AFFAIRS & OPERATIONS COMPONENT

You can get information about the Student Affairs & Operations Component, including its programs and services, from the UVI home page, www.uvi.edu. The UVI strategic plan, VISION 2012, and other reports are also available through the UVI website. Information about the Component can also be obtained directly from the Office of the Chief Student Affairs & Operations Officer which can be found on each campus.

HOW TO CONTACT US

For all reference inquiries:

Chief Student Affairs & Operations Officer	Ms. LilyMae Durante Acting Campus Executive Administrator	Mrs. Nereida Washington Acting Campus Executive Administrator
Postal Address:	#2 John Brewer's Bay St. Thomas, VI 00802	RR#1 Box 10, 000 St. Croix, VI 00820
Telephone Number	340-693-1140	340-692-4000
Facsimile Number	340-693-1175	340-692-4005
E-mail:	ldurant@uvi.edu	nwashin@uvi.edu
Website:	www.uvi.edu	www.uvi.edu
Associate Campus Administrators for Student Affairs	Dr. Doris Battiste Associate Campus Administrator for Student Affairs	Mrs. Miriam Osborne Elliott Associate Campus Administrator for Student Affairs
Postal Address:	#2 John Brewer's Bay St. Thomas, VI 00802	RR#1 Box 10, 000 St. Croix, VI 00820
Telephone Number	340-693-1121	340-692-4188
Facsimile Number	340-693-1105	340-692-4005
E-mail:	dbattis@uvi.edu	mosborn@uvi.edu
Website:	www.uvi.edu	www.uvi.edu