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Community Engagement & Lifelong Learning

Service Charter

September 12, 2008

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Continuing Professional Development



Online Programs for Everyone



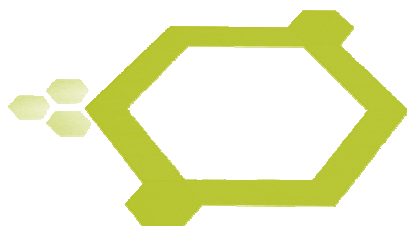
Workforce Training



National Certification Preparation



Customized Training & Consulting Services



UVICELL

Community Engagement &
Lifelong Learning

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OUR SERVICE CHARTER

The Service Charter of the ***Community Engagement and Lifelong Learning Center*** tells you about:

- 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

MISSION

Consistent with the University of the Virgin Islands (UVI's) mission, the Community Engagement and Lifelong Learning (CELL) Center, through collaborative partnerships, serves as a catalyst by providing training and on-going educational opportunities using responsive approaches to reach learners in the U.S. Virgin Islands and surrounding Caribbean.

VISION

CELL is a responsive, innovative, proactive training center of excellence contributing to the economic advancement of the U.S. Virgin Islands and surrounding Caribbean.

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**

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- **Supporting Our Community**
- **Effective Use of Technology**
- **Equitable Reward System**

WHAT WE DO

CELL offers services designed to support the Mission and Vision of the Center including:

Workforce and Professional Development Training

CELL offers a vast array of standards-based programs and credentials that lead to better skills and ultimately better jobs. Programs include entry-level and high level training programs, non-credit, certificate, certification and personal enrichment programs that allow individuals to acquire marketable skills to quickly prepare for the workforce or enhance job skills.

Corporate Training

CELL provides businesses, industry and the government with assistance to meet on-going professional educational requirements. Services include the development of customized training programs, training needs analysis, skill assessments, and individualized program evaluation.

Consulting & Professional Services

To optimize performance, CELL offers organizations assistance in developing solutions to succeed. These services include organizational development, conference and event management, performance improvement, and technical services. Free Safety and Health consultations are available to businesses through our *Safety In Paradise Program* sponsored by the Federal Occupational Safety and Health Administration.

On-Line Programs

To provide expanded access to UVI CELL courses and programs, over 300 on-line programs and courses are available. The Fast-track programs are designed to provide students with a foundational understanding of the subject matter while the Career-track programs are targeted towards individuals who seek professional designations and national certifications.

OUR CLIENTS

Our products and services are directed towards individuals, businesses in the private sector, non-profit organizations and government agencies.

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OUR SERVICES

All CELL courses, programs and services are guided by input from key constituencies including individuals, businesses, public sector partners and non-profit agencies. Program offerings are demand-driven and are offered through a cohort paradigm.

OUR COMMITMENT TO YOU

We are committed to respecting the rights of our Clients, including:

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

OUR SERVICE GUARANTEE

To fulfill our service guarantee to you we are committed to having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our clients.

We will provide you with a quality service by:

- Identifying ourselves when we speak to you.
- Seeking to understand your requirements and to identifying 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 or help you find it
- 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 a strict Code of Conduct.
- Referring enquiries we cannot answer to an appropriate source.
- Presenting our responses to your inquiries or letters clearly and concisely, using plain English, understandable graphics, or other means relevant to your needs. Generally, we will respond within 28 days of getting your letter. If this is not

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possible, we will tell you why we can't and when you can expect a response. Our correspondence will include the name and telephone number of the person dealing with your letter.

- 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 site is easy to use and well set out.
- Ensuring that all our services meet a well-defined client need.

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 Co-Workers as We Would a Customer

To always remember that Communication Courtesy Matters

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.

<i>Our Services</i>	<i>Measures of effectiveness</i>
All Programs and Services	All programs will be monitored for quality and effectiveness as measured by student and client satisfaction surveys. The findings are used to improve processes, programs and services.
Professional Development	The effectiveness of professional development programs is gauged by the success rate of participants on national professional and/or local professional licensing exams.

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Workforce Development	The number of individuals that attain employment if unemployed and the number of incumbent workers that attain a better position or salary increase as a result of the training.
Client Services and Program Effectiveness	Customer satisfaction surveys in addition to the number of repeat customers are used to gauge the effectiveness of services.
Consulting and Professional Services	The number of professional services contracts. The number of multi-year or renewed contracts, client perceptions of service through surveys and post service conferences with clients.
Instruction Effectiveness	The effectiveness of instructors are monitored by students and clients through customer service surveys. Instructors are also monitored by CELL program staff through classroom observations. Unsatisfactory performance results in the instructor being removed from our instructor pool.

The tables below show processing time service standards for our interaction with our clients. We aim to process 75% of 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 answer queued calls to our Call Centers within two (2) minutes.
We will be courteous,	When answering the telephone, we will provide you

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professional and helpful.	with our name and work area.
	When we call you, we will provide you with our name and work area and tell you the reason why we are calling.
We will be accessible by telephone during business hours.	All departmental business 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 20 minutes if you do not have an appointment.
	We will advise you, in advance, about any unexpected delays in attending to you
We will be courteous, professional and helpful.	We will wear our name badges and identify ourselves.
	We will be neatly dressed and well presented.
We will be accessible.	All departmental business areas 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. Where legislative timeframes apply, we will meet them.

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	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, in advance, 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 and secure as possible 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 – telephone, in-person or in writing.
	We will acknowledge E-mail requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response.
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 written correspondence.
	We will record all of your correspondence on departmental databases and filing systems.
We will be accessible in writing.	All departmental business areas 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.

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Applications and decisions

Service Principles	Service Standards
We will acknowledge applications promptly and inform you about the assessment process.	We will acknowledge all applications within seven (7) working days – unless we make a decision in that time.
	We will provide you with the details of any outstanding requirements, next steps and likely processing times in a timely manner.
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 received via the web, email and telephone within ten (10) working days.

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	We will resolve written client feedback received via the letter, facsimile or courier within 20 working days.
We will use your feedback to improve our services.	We will monitor and report on all feedback, and consider this in reviewing and improving our services.

HOW WE WILL BE ACCOUNTABLE

We undertake to:

- Monitor our performance against the standards set out in this Charter, and publish the results in an Annual Report and other publications, which will be available on request from our Public Relations Office. Performance information will also be provided on our Web site.
- Welcome feedback on our performance, and suggestions for improvement from our clients and the public and make adjustments to our programs and services based on the information we receive.
- Publish information showing levels of satisfaction with our programs and services including complaints received and the resolution of those complaints.
- 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 adjust them where appropriate in light of your comments and in response to ongoing changes.
- Independently review our Charter at least every three years by inviting comments from clients, stakeholders and staff as part of the monitoring and review process.

HOW YOU CAN HELP US

- We welcome your views and comments as vital in helping us to monitor and improve the relevance and quality of our service to the community.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately.
- We may occasionally seek your input to random surveys of how the community perceives our services and what services are needed, including assessments of our performance.

To help us help you we ask you to:

- Tell us if you have special needs so we can accommodate them.
- Let us know if you need an interpreter to use our services.
- Treat our staff with courtesy and respect.

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- 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.
- Abide by any and all legal requirements and other obligations that clients are to meet in order to be eligible for services sought.

To Help 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 to address 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 our mailing address.
- Our *Complaints Handling Policy* which outlines the processes involved, including your review and appeal rights can be obtained from the Director of Public Information at 340-693-1057.

INFORMATION ABOUT THE DEPARTMENT

You can get information about the CELL Center, including its programs and services, from the University's Internet home page, www.uvi.edu. The University's strategic plan, VISION 2012, and the most recent annual reports are available through the University's home page. The Components strategic plan is also available through the University's home page or could be obtained by contacting the Component directly. A copy of the Component's annual report can also be obtained directly from the Component.

HOW TO CONTACT US

For all reference inquiries:

Director	<i>Ilene Garner</i>
Postal Address:	<i>#2 John Brewers Bay – CELL Building St. Thomas, VI 00802</i>
Telephone Number	<i>340 693-1100</i>
Facsimile Number	<i>340 693-1115</i>
E-mail:	<i>iheywar@uvi.edu</i>
Website:	<i>http://cell.uvi.edu</i>

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To make a comment or a complaint:

<i>Mail To:</i>	<i>Debra Stevens</i>
<i>Postal Address</i>	<i>#2 John Brewer's Bay – CELL Building St. Thomas, VI 00802</i>
<i>Telephone Number</i>	<i>340 693-1108</i>
<i>Facsimile Number</i>	<i>340 693-1115</i>
<i>E-mail:</i>	<i>dsteven@uvi.edu</i>
<i>Website:</i>	<i>http://cell.uvi.edu</i>