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WOW Implementation Plan

Visit each department at UVI on both campuses to assist department with the implementation of Wow Customer Service in their unit.

Share the presentation with each unit on what “Wow customer service” means. Communicate the foundational principles of the wow customer service plan and why the objective is important to the University of the Virgin Islands and why each staff member must incorporate customer service principles and attitudes in their every work product.

A unit is a group that reports to a Manager or Director A work groups will be made of 3 to 6 people from a unit

Objective of the first Meeting:

- Define the work of the unit function
- Decide on what excellent customer service looks like for the unit
- Develop standards on greeting customers internal/external, on the phone and in person ○ Development Measurements of performance for customer service
- Director will appoint a customer service work group whose responsibility will be to develop a customer service statement for the unit, which may be included in each staff’s performance objective, motto, mission and promises of how service will be delivered in the unit and duration

Objective of the second Meeting: (week three) Implementation Phase

- Review service standards mission and promises ○ Review measurable customer service objective ○ Develop systems of recognition
- Incorporate customer service statement into staff performance objectives ○ Conduct base line survey to determine current level of customer service satisfaction ○ Implement feedback mechanisms like a suggestion box, polls and invite comments to wow@uvi.edu

Future Objectives Meeting:

- Analyze survey data develop measurable objectives and assessment activities that will shift and improve current service levels
- Each Manager or Director will incorporate an assessment activity with measurable objectives into their performance objectives
- Manager or Director will work with staff to develop new policies and procedures that will empower staff to become better customer service representatives.



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- Manager or Directors will produce an annual report of accomplishment and results of the assessment activity.

Organization by component and units: The components head should determine what groups in the component should work together.

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Center for Student Success
CELL
Student Affairs
Intuition Research & Planning
School of Business Administration
School of Teachers Education
College of Liberal Arts Social Science
College of Science and Math

Administration & Finance

Administration & Finance
Physical Plant Book Store
Procurement
STT Campus Operation
STX Campus Operation
Human Resources
Accounting
Capital Projects

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Institutional Advancement
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