

University of the Virgin Islands

Newsletter

How are  Doing?

EMAIL US AT WOW@UVI.EDU

WHY WOW?

The goal of WOW is to transform the university environment to a service-oriented culture where each person delivers high quality, friendly, customer-focused service that is always more than expected or necessary. It is our hope that every employee will manifest a positive and helpful attitude when dealing with external and internal customers, and most importantly our students. On our journey to greatness, UVI will become the model organization and leader in the Territory in the area of customer service. We will help to transform service delivery in the territory by first transforming our service culture.

WOW DEFINITION

WOW customer service is about the service experience of the customer:

- ▶ Is impacted by the interaction you have with individual customers when they have a service encounter with you.
- ▶ The feeling that persons get after having a service encounter with you.

WOW, customer service's goal is to enhance and hone the way customer service is delivered by every department at the University of the Virgin Islands.

- ▶ Every department interacts with faculty, staff, students and the general public to offer their particular service. Therefore, WOW Customer Service needs to be specific to each department.

What should each department be working on?

Answer:

WOW TIMELINE

Service Agreements

- Wow Customer Service will meet with each department to discuss the new WOW customer service initiative.
- Appoint a work group of 3-5 staff members who will develop standards and measurements of customer service for the unit.
- Identify customers, and determine the functions & work of the unit.
- Define the standards for excellent customer service for each function of the unit.
- Develop a base line survey to determine current customer service levels. Decide when survey will be launched.
- Work Group meets with entire unit to discuss customer service measurements and standards for the unit.
- Implementation of "Wow Customer Service".
- Directors should update all job descriptions to include the new wow customer service objectives for the unit.
- Assessment activities should become a performance objective for staff.
- Develop an employee recognition plan for "Wow Customer Service".

WOW



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University of the Virgin Islands

Integrating Wow Service Principles into your Department's Service

Integrating Wow Service Principles into your Department's Service Culture! Senior Leaders should ensure that all employees that report to them have clarity and line of sight to the UVI Service Principles and the Wow Customer Service Agreements for the unit. These values must become a part of the everyday work to transform the University of the Virgin Islands service culture. Senior Leaders have a duty to be intentional with the transformation of their departments into an effective wow customer service environment by developing a departmental customer service mission statement and standards for delivering service. Senior Leaders ought to facilitate this process in their areas of accountability.

By now, each Senior Leaders should have already identified their wow customer service workgroup. This workgroup is accountable for developing the departments wow customer service agreements (wow timelines) identification of customers, functions/services and the standard of excellence for each service provided by the department.

- Senior Leaders must ensure their department work-group is performing this task.

Senior Leaders have the accountability for the implementation and integration of the wow customer service agreements into the everyday work of the department. Senior Leaders ought to be committed to embedding the spirit of WOW service throughout the areas of responsibility. Set service goals and create a framework to get measurable results.

Commit 100% to implementing the Wow Customer Service agreements in your department and follow through with your department to ensure all employees are accountable.

Each Senior Leaders should develop your own personal contribution statement as a servant leader at UVI.

Suggestions on how to get staff involved:

- ▶ Complete the standards for delivering excellent wow customer service for your department that all staff will follow.
- ▶ Commit each person to a path of highly skilled practice honoring their unique contribution
- ▶ Practice mutual accountability
- ▶ Consistently ask, "How are you doing?" and quantify the answer.
- ▶ Commit to getting better together.



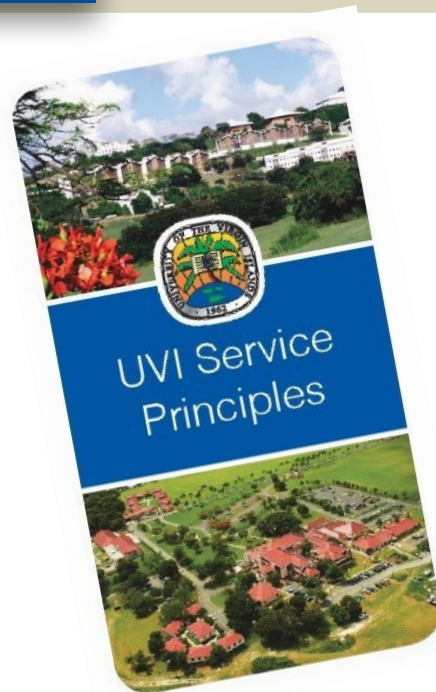
Success remarkable
Customer Service
 client satisfaction
 Give Trust
 Honesty friendly Care
 Help
 Go the extra mile
 likability



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WOW SERVICE PRINCIPLES

- ▶ I will keep my work area in a professional manner
- ▶ I will respond in a timely manner to issues that are within my purview
- ▶ I will treat each person's concern as if it were my own.
- ▶ I will research and resolve issues in line with stated policies and procedures of the university.
- ▶ I will be knowledgeable of institutional policies and practices, or work to become so.
- ▶ I will communicate with all persons in a professional manner, written or oral.
- ▶ I will seek innovative and responsive solutions.
- ▶ I will work to improve the U.V.I. experience for all with whom I come in contact, internal and external.
- ▶ I will seek ways to continuously upgrade my abilities.
- ▶ I will work with the customers to determine the entity to which an issue is to be transferred, and will connect the customer with an entity in a personal way.



HIGHLIGHTS - FY 2014-2015

WOW Winners Day

The Wow Customer Service team consisting of President Hall, Provost McKayle, Dr. Midrralia, Henville Pole, Leslyn Tonge, Kahdeem Blyden and Cherie Wheatley made a surprised visit to fifty three 53 employees at their work station that received a wows during the peroid January 2014 to October 1, 2014. Each employee was presented with a UVI wow award pin and was thanked for the excellent service they provided to UVI customers.

WOW Recognition Awards

During the Service Awards Ceremony on the Albert A. Sheen Campus on April 14, 2015, Wow Customer Service recognized 25 employees for providing exceptional customer service. They were recognized because customers conveyed sentiment of appreciation for services provided by sending in a wow to wow@uvi.edu. Each employee who received a wow was pinned with the wow award. The Service Awards Ceremony for the St. Thomas campus took place on Thursday, April 16, 2015 and 50 employees were pin for excellence in service delivery. The top five employees on both campuses with the most wows received a unique designed plaque with their name and the wow logo engraved along with the date of the award.

UVI Christmas Gala WOW-Winner Awards

The UVI Holiday Gala themes on both campuses incorporated the essence of the wow campaign "WOW Affair with a Christmas Flare" was the theme on St. Thomas and "World Of Wonder" on Albert A. Sheen. At the event we gave awards to the top WOW Winners of 2014, and debuted the WOW Winners video to faculty, staff, and guests.



WOW Customer Service Workshop

by Tom Hewlett

The Wow Customer Service Team kicked off the New Year 2015 with Tom Hewlett, trainer and consultant of Franklin Covey. Franklin Covey is a global company specializing in performance improvements utilizing the 7 habits of highly effective people. Their philosophy is to help organizations achieve results that require a change in human behavior. Day one Monday, January 26, 2015, began with the cabinet and leadership team focusing on "Leading a Culture Great Service. Day two Tuesday, January 27, 2015, the workshop focused on providing skills that employees could utilize to "Delight UVI Customers". All Managers were asked to select at least three people from their unit to attend the Customer Service workshops. We had 40 senior leaders from both campuses attended the Leading a Culture of Great Service workshop and 136 administrative, professional and regular staff from both campuses attended the Delighting UVI Customers workshop, total employees attended as 176. Each employee that attended the workshop received a certificate of participation.

By "Jennifer Smith"



BENCHMARKING UVI CUSTOMER SERVICE

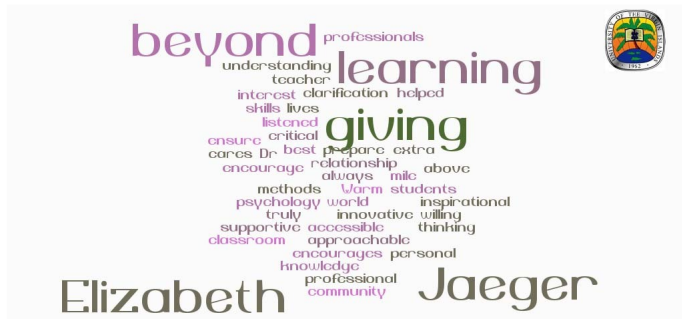
A University- Wide Customer Service survey was launched as part of the WOW initiative at UVI, to collect baseline data to determine current service levels at UVI. The two major targets of the survey were, one to determine the nature and level of customer service throughout the institution and two devise a model that will allow comparison from one year to the next. A total of 63 employees responded 28 from the Albert A Sheen Campus and 35 from the St. Thomas Campus.

Four items with the highest level of support were:

- ◆ The people in my immediate unit work well together
- ◆ UVI employees communicate with me in a professional manner
- ◆ My unit works with an emphasis on customer service
- ◆ My supervisor empowers me to meet customers' needs

Five items with the lowest level of support were:

- My unit has a "Did we Wow You?" suggestion box
- Customer service is discussed at staff meetings
- UVI models excellent customer service
- UVI offices respond to their telephone within 4 rings UVI personnel respond to phone messages the same day



WOW FACULTY OF THE YEAR 2015



WOW.UVI.EDU

The Wow Customer Service Webpage was launched last semester and received recognition for the most improved webpage during that quarter. The website is designed to bring awareness to employees and viewers on the importance of exceptional customer at the University of the Virgin Islands and UVI's intent on improving customer service at the intuition. It details the UVI wow customer service campaign and expectations for each unit on defining what excellent customer service would look like for the work produced in the unit. It also provides suggestions and ideas on how individuals (employees) can effectively improve and hone their approach to everyday interaction with customers as well as concepts on refining the employee's service delivery style. Visit us at wow.uvi.edu



TOP 5 WINNERS



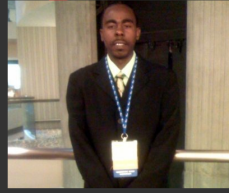
DANNICA THOMAS
1ST PLACE
9 WOWS



CHERYL MINGO
2ND PLACE
7 WOWS



NIGEL MARTIN
3RD PLACE
6 WOWS



BRIAN THOMAS
3RD PLACE
6 WOWS



MONIFA POTTER
4TH PLACE
5 WOWS



ANYHA L. JERRIS
5TH PLACE
4 WOWS



CHERIE WHEATLEY
5TH PLACE
4 WOWS

"WE OVERACHIEVE WILLINGLY"

WOW WINNERS 2015

"JANUARY - APRIL"

STT WOW WINNERS 2015

STX WOW WINNERS 2015

Valderie Abramsen
Xuri Allen

Dannica Thomas	Brian Thomas
Cheryl Mingo	Nigel Martin
Monifa Potter	Alex Caraballo
Cherie Wheatley	Alina Matthew
Barbara Williams Brown	Diana Claxton
Jewel Chesterfield	Nadine Williams
Leslyn Tonge	Rhonda Tonge
Moneca Pinkett	Tessa Liburd
Aubrey Washington	Alexander David
Barbara Maynard	Tanisha Mills
Celina Morris	Theodore Glasford
Tyra De'Castro	Tamika Williams

Wendell Thomas
Simon Jones Hendrickson

Dara Cooper	Kahdeem Blyden
Desha Brathwaite	Kendra Frett
Dian Levons	Linda Thomas
Frazly Alexander	Leon Lafond
Henville Pole	Natasha Mills
Jaime	Natalie Roumou
Jaleel Gillon	Neville Williams
Janice Simon	Roquan David
Jose Negron	Sandra Romano
Julie Cruz	Sharleen Fahie
Jessica Taylor	Shawn Brookes

Anyha Lord Jerris
Elroy Richard
John Waugh
Akeem Harry
Donald Bailey
Francisca Barry
Irene Ramos
Michelle Tuitt Elliott
Patricia Towal
Riise Thurland
Wenda Stephenson
Celia Prince Richard
Cleveland Tonge
Ellsworth London
Hedda-Finch-Simpson
Jaleel Gillon
Lennise Reed
Maria Friday
Margaret Maynard
Marsha Bedford
Martiza Belardo-Decosta
Myrtle Pemberton
Nereida Washington
Shelly Anslyn
Trudi Golphin
Tuwanda Perez

If your name is listed and you have not received your "wow pin", please contact us at ext. 1541 or 1011 to receive your wow award.

How are We Doing?

EMAIL US AT WOW@UVI.EDU

WOW TESTIMONIALS

WOW

I would like to commend Mr. Brian Thomas and Ms. Dannica Thomas for the prompt and efficient manner in which they rectified an issue I had with MyCampus. This is the norm with them, so I feel they should be appreciated for consistently providing high quality customer service.

WOW

I was WOW-ed on Friday by the dedication of Ms. Cheryl Mingo. Although all of the Registrar's staff were incredibly busy today, she took the time after-hours to provide assistance. Specifically at nearly 7pm, I received an email with the information I needed to get a student registered. I would not have expected that level of service from any business or organization, on a Friday evening at that! Thanks for continuing to make service a priority.

WOW

Good Morning WOW Team!
WOW to the 5th power "WOW, WOW, WOW, WOW, WOW" for exceptional customer services provided consistently (before, during and after business hours) with me and my multiple inquiries on behalf of my students!!!

To: Mrs. Anyha Lord-Jerris

WOW

I would like to submit my first WOW for the IT staff member Nigel Martin. For the entire semester my colleagues and I have been unable to access the computer in CAB 303. I like my colleagues had to walk back and forth with tons of teaching materials to that room (extremely small, sheets for curtains and barely any teaching space) along with my laptop for technology support. Today as he has assisted me before, he helped me log in. Apparently the issue with the computer is fixed and we are now able to use the technology in the room. I am extremely grateful for his help and continued service at the university. This is my WOW of the month.

WOW

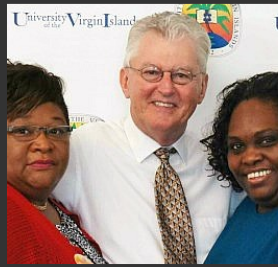
Monifa responded quickly by seeking clarification of my request and once I sent specific details, I was provided with the information within 24 hours. Monifa also took measures to expand my network in case I wanted additional information. Her insight helped to grow me as a learner and I value that kind of opportunity.

WOW

Hi Cherie, Thanks for the quick turnaround (under a day), updating the WOW Webpage with useful principles we all can benefit from. A WOW to you!



UVICES - WOW Customer



Tom Hewlett's WOW



Dr. Hall's Speech on Service



WOW Winners Day



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HOW TO SEND A WOW!

Tell us about your exceptional customer service experiences by emailing your stories to wow@uvi.edu. The email should give a brief description of the service experience that delighted you. In addition, please include the person name and their department.

Things to Consider UVI:

- ◆ What makes you stand out as a service provider?
- ◆ What makes your service memorable?
- ◆ How can you creating a personal signature for your service delivery?
- ◆ How can you give service from the heart?

"PSYCHOLOGICAL EFFECTS OF SMILING"

Smiling makes you appear more approachable. Interaction with others is easier and more enjoyable when smiles and laughs are shared, because these behaviours are contagious, making others feel better too. Plus makes you a more appealing and attractive person to be around. This in turn will have a positive effect on your well-being. A smiling, relaxed personality indicates confidence and an ability to cope well in stressful situations. Smiling promotes trust & love because "A warm smile is the universal language of kindness".

By "Jennifer Smith"



Scan here to log your service issues at UVI?

Meet the University Wide Customer Service Committee

JAMES MADDIRALA

DAYLE BARRY

DARISA BOBB (STUDENT)

AYISHIH BELLEW

BEVERLY LANSIQUOT

CHERIE WHEATLEY

NEREIDA WASHINGTON

KAHDEEM BLYDEN

SEAN GEORGES

TAMARA LANG

PATRICIA
HARKINS-PIERRE

LINDA SMITH

PAULETTE STEVENS

VALENA RICHARDS

SCHERRAYN GARCIA

UNA DYER

CAMILLE MCKAYLE

SGA PRESIDENTS STT/STX

LESLYN TONGE

The following are some of the objectives for the committee:

- Strategies for promoting customer service
 - How do we recognize employees for wow service
 - How do we get the student body involved in wow service
- How can committee members speak or blog about a great service experiences at UVI. Think about ways to do this.
 - We would like committee members to suggest motivational speakers, that can perform workshops at UVI
 - Develop ideas and suggestions on planning wow customer service events at UVI
 - How can we get the departments across UVI to improve customer service?
 - Customer Service UVI wide survey