**AQIP Project Update**

**September 2011**

**Client Service**

1. We have established processes and procedures that can now be ongoing measures for the delivery of quality client service at USM. With the final publishing of our Saint Mary Way Resource Guide, outlining USM service standards and guidelines this fall, and subsequent introduction and training, we feel there is no need to keep this AQIP project open.

2. Client service employee training has been very well received. We will continue to identify additional training opportunities for frontline staff. We have significantly improved way finding signage to keep clients from being confused about where the main entrance is, where key offices and restrooms are located. Through regular client service surveys to students and parents, we are able to see patterns where we need to make improvements and take action on making those improvements. There is also heightened awareness on campus to make sure we keep the voice of the client in mind in whatever we do, continually asking ourselves, "This process seems easy to under to us, but does the client find it as easy?" – holding student focus groups and taking strides to improve communications to students and parents regarding early registration processes, freshmen registration, freshmen orientation, etc. Internally, the monthly "Spireworks" employee newsletter has given us an additional way to communicate with faculty and staff and the Sisters of Charity of Leavenworth and keep them better informed. The addition of the big monitor outside Admissions has also been very well received as a strong communication tool to inform students, faculty, staff, and visitors.

3. There has been a little reticence of campus buy-in and engagement from some faculty and staff, particularly regarding processes and embracing the concept that quality customer service must be a priority in today's competitive market. There needs to be employee accountability. We are hopeful that ongoing secret shopping and student focus groups will provide feedback that can be shared with supervisors as they work to improve their employees' delivery of quality client service at USM. Limited financial resources have prevented us from making all the signage improvements we had desired.