

Policy Type: Operational

Applies to: Employees (Staff and students) of the Office of Information Technology.

POLICY DATES

Issued: 6/1/2017
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 Edited by: Tina Stuchell
 Reviewed: March 2019

This policy guides the procedures within the Office of Information Technology pertaining to the care of our customers (students, faculty, staff, and parents of current students, board of trustee, guest, and visitors). This policy assists in defining Information Technology (IT) customer service philosophy and setting standards for customer service care.

Definitions

Term	Definition
Customer	The Information Technology customers are defined as current faculty, staff, students, parents of current students, board of trustee members, guests, retired faculty/staff, and visitors.
IT Staff	The Information Technology staff members include all current IT staff members and student workers. This policy governs all members of the IT staff, not just those working at the IT Helpdesk.
VDI Client	Virtual Desktop Infrastructure client is generally either a thin or zero client device.

Policy Details

The quality of service that we provide to our customers is important. The success of the institution is dependent upon providing high-quality service to our students. Regardless of our interaction with students, we need to remember as a higher education institution we are in the business of serving students. It is important to offer good quality of service not just to our students but to all of our customers. Many of our customers are also serving our student needs.

Benefits of exceptional customer service include:

- Satisfied customers, satisfied students resulting in increased retention, improved graduation rates.
- Positive reputation and respect of customers
- Work is more personally fulfilling for staff
- Problems are creatively solved

Mission of the Office of Information Technology

The Office of Information Technology offers the University an organization of individuals with technically creative talents dedicated to the highest professional standards. IT supports the university's teaching and learning mission, the pursuit of effective business practices and the practice of collaborating and partnering with the faculty, staff and students of University Mount Union in applying information technology to achieve their goals. The IT staff is committed to the stewardship of the campus' information technology resources and to fostering an environment where accountability, communication and support are paramount across all aspects of their involvement with the campus community.

Customer Service Standards

There are some basic tenets of the customer-service paradigm that could and should be utilized.

1. Treat customers with dignity and respect. This is a basic human necessity and right.
2. Give customers a clear direction on how to solve their problems and issues. Customers should not be given the runaround.
3. Be responsive to customers. If you tell them you will call them back today, then call them back today.
4. Give timely answers to questions and regular feedback on the progress toward solving their problems.
5. Record the problem and solution in the Information Technology work order system. Including all appropriate information.

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6. When it comes to experiencing service satisfaction, perception is reality in the minds of every customer. It is important to understand the customer in order to deliver service in a manner that is perceived to be satisfying to the customer.
7. Each customer is unique; thus, it is important to understand the unique qualities of each customer in order to provide service that meets their individual needs.
8. Each employee should follow the Golden Rule by treating each customer the way that they would want to be treated.
9. It is hard to recover from a mistake, so when it comes to service to customers every effort should be made to treat people right the first time.

Some additional customer service areas of importance include:

- Knowledge
 - Understand and accurately explain procedures/policies
 - Verify customer's needs
- Efficient
 - Be comprehensive by looking at all aspects of the problem
 - Verify all issues have been resolved
 - Get back to customer when necessary in a timely manner
- Empathetic
 - Actively listen and be patient with customers
 - Be realistic, but positive
- Friendly
 - Introduce yourself during phone calls/face to face/email
 - Welcome customers to the counter
 - Use a calm, reassuring tone and make eye contact
- Document
 - Documents the problem and solution
 - Create standards when necessary
- Communications
 - Listen well (conveys sincerity, focuses on the speaker and what they are saying, don't interrupt, listens with eyes and mind) Avoid: formulating what you want to say while the customer is still talking, thinking about the other things while the customer is talking, jumping to conclusions.
 - Speak appropriately
 - Words to use:
 - May I, How can I help, Would you like, Consider this, Opportunity, I'll be happy to
 - Words to avoid:
 - You have to, Not our policy, Not my job, I don't know, I have no idea
 - Body Language
 - Posture, Handshake, Eye contact
 - Telephone
 - Smile, Answer with a professional greeting
 - Give answers and assistance as efficiently as possible
 - Thank the caller, conclude the call in a positive way
 - Make sure you are familiar with the features of your phone
 - Answer in as few rings as possible
 - Be sure to avoid side conversations and try to reduce background noise
 - Never eat or drink while on the telephone
 - Ask permission before placing someone on hold
 - Thank customer for holding once she/he is off hold
 - Leaving voice mail message for customer
 - Identify yourself
 - Speak slowly, clearly, and directly
 - Keep it short
 - Keep it to one topic at a time

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- Identify the type of response you need
 - Avoid phone tag as much as possible
- E-mail to customers
 - Type e-mail like you would a formal letter
 - Proofread before sending
 - Respond/answer promptly
 - Never type in all uppercase
 - Avoid industry jargon and acronyms
 - Be careful with sensitive information
 - Respond quickly – if you can't, consider an auto reply system
 - Be clear and concise
 - Understand that e-mail can be permanent and forwarded to anyone
- In-Person with customers
 - Smile
 - Professional greeting
 - Make eye contact
 - Be aware of body language
 - Give contact information for future questions
 - Thank them for coming in with their inquiry
- How to share bad news
 - Acknowledge customer's feelings
 - Share the responsibility of the problem
 - Convey sincerity, show empathy, explain the reason, offer what you can do, and suggest what they can do.
- What to do when you are wrong
 - Admit the mistake
 - Apologize for the error
 - Find a solution
 - Document the error
 - Incorporate ways to lessen the likelihood for future error

Procedure

Many procedures are in place at our Helpdesk and within the other areas of the Office of Information Technology. Below are the procedures that most align within the governance of this policy.

Computer hardware distribution:

Computer hardware is distributed based on full time/part time status as defined by HR, and faculty, administrative staff or hourly staff classification for the position. Some important guidelines are below.

- Full time faculty receive laptops.
- Full time administrative staff, coaches and VP administrative assistants will receive a laptop or desktop determined by their VP.
- Full time hourly support staff receive desktops, unless there is a specific need and approved by VP.
- Part-time faculty share office spaces in their appropriate buildings. Each office space is equipped with a recycled desktop or VDI client device.
- Part-time administrative, hourly staff, assist coaches receive recycled desktops or VDI client device.
- If a new hire is replacing a current position, then existing computer hardware will be given to the new person coming in for the position unless the computer hardware is due for an upgrade. A new computer will only be given when the machine is due for an upgrade.
- A brand new additional full-time approved position for the institution will receive a new computer unless budget dollars do not allow for one.
- Student work spaces in various offices are equipped with recycled computers or VDI client devices.

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- IT budget dollars provide one device for full time position, additional devices must be provided by departmental budgets. IT budget provides up to \$1,200 per device, additional cost is the responsibility of the department.
- IT budget dollars provides for recycled devices in part-time offices.
- IT budget dollars provides for upgrades in public labs and residence hall lounge areas. Departmental labs are provided for by departmental budgets or institutional capital dollars approved in the budget process.
- An additional monitor for laptops will only be made available to individuals upon request and if inventory is available.
- Any peripheral items needed are the responsibility of the employee's departmental budget and must be purchased through the Office of Information Technology. Following university purchasing policy.

Some additional procedures and policies that are relative to this topic include the following:

- I. Network & System Account Procedures
- II. Technical Resource Acceptable Use Policy
- III. Protocols for opening & closing the helpdesk

Responsibilities

Position or Office	Responsibilities
Office of Information Technology	

Contacts

Subject	Office	Telephone	E-mail/URL
Information Technology	Office of Information Technology	330.823.2854	IT@mountunion.edu
Helpdesk	Helpdesk	330.829.8726	helpdesk@mountunion.edu

History

Rules associated with creation of accounts have been in place since 1993. They have been maintained on IT internal web pages through the years and placed into this written policy in 2016.

All changes must be listed sequentially, including edits and reviews. Note when the policy name or number changes.

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