

Service Improvement Area: Campus Centers

Student Centers are the living rooms of the campus. Each Center creates a living-learning environment for students to grow professionally and personally within their community. Each community is unique and requires different needs, but our number one goal is providing the best services for our students.

Service Goals:

- To provide superior services to the students, faculty and staff of the unique learning communities of Rutgers, the State University of New Jersey.
- To develop online resources to better serve our active student population.
- To work towards consistent policies and procedures between Centers.
- To collaborate and share our resources and skills with each Center.
- To utilize student feedback to improve the services of our Centers.

Area Service Improvement Summary:

Ongoing initiatives to:

- Provide customer service training for all employees and vendors.
- Perform routine customer service audits.
- Provide comment feedback forms.
- Utilize event evaluations online.
- Submit reservation requests by email.
- Meet periodically to review policies and procedures.
- Develop customer service standards for all student employees.
- Conduct employee evaluations.
- Hold town meetings to discuss center issues.
- Attend customer service professional development seminars.
- Meet regularly with and seek feedback from Advisory Boards.
- Share customer service resources between Centers.
- Provide suggestion boxes at all service areas.
- Routinely survey students, faculty, staff and customers.
- Solicit feedback from student staff.
- Train all professional and student staff as listeners.

Future Service Improvements:

- Complete reservation requests online, and look into commonalities of process across centers.
- Initiate Secret Shopper Program.
- Participate in ACUI-EBI Assessment program.
- Model the Disney Customer Service Training Program.
- Create a service recovery plan to address customer complaints.
- Conduct focus groups to gain feedback.
- Students are invited to participate in discussions around the use of graduate student lounges

Contact Persons:

Cook Campus Center:	Francine Corley; corley@aesop.rutgers.edu ; 732-932-7617
Douglass College Center:	Joanne Aguglia; aguglia@rci.rutgers.edu ; 732-932-9374
Livingston Student Center:	Timothy Grimm; tgrimm@rci.rutgers.edu ; 732-445-3561
Rutgers College Campus Centers:	Kathryn Kuhnert; kuhnert@rci.rutgers.edu ; 732-932-7962