



HU: Power of Service – How May I Help You?

Power of Service Summary

The HU: Power of Service – How May I Help You? initiative began in fall 2017 as a presidential initiative. Highlands' Director of Human Resources and the University's Staff Senate President led and continue to promote the initiative. The leads solicited volunteers to jump start the initiative. The volunteers gathered feedback from employees regarding professional development opportunities to enhance customer service and solicited feedback regarding what potential incentives could be offered for participation in the trainings.

Based on the feedback obtained, the HU: Power of Service launched a series of trainings, workshops, and other professional development opportunities for New Mexico Highlands University (NMHU) employees to enhance customer service campus wide and to better the overall Highlands' student experience. NMHU's customers, those we serve, expect accurate, faster access to information, streamlined support, and responsiveness. The HU: Power of Service we provide impacts our students, alumni, donors, and the community support we receive.

Our service also articulates our ability to achieve the institution's vision to be a premier comprehensive university transforming lives and communities now and for generations to come. The service we provide defines our brand, inspiring our campus community to continuously realize NMHU's vision. Our behaviors toward those we serve exemplify NMHU core values, excellence, diversity, accessibility, and responsiveness. The HU: Power of Service aligns with the Vision 2020, the university's strategic goals, to engage in proactive communication at all levels to provide efficient and effective services.

Trainings offered included, but are not limited to:

- HU: Power of Service: How May I Help You?
- Directing Traffic: Handle with Care
- Excelling with Excel: Part 1
- How to Create an Effective PowerPoint Presentation for Executive Leadership
- Excelling with Excel: Part 2
- NMHU – an Inclusive Campus, Welcoming for All
- Zoom for Staff
- Verbal Judo
- Active Shooter Training
- Accounts Payable Policy and Procedures/Travel Policy and Procedures
- Ask ITS
- Closing the Loop – Responsiveness, Follow-Up, and Positive Communication
- ICS 100 – Introduction to the Incident Command System
- How to Run an Effective Meeting
- Adobe Acrobat Training
- Don't Take the Bait – Phishing Emails



HU: Power of Service Stars

In collaboration with NMHU's executive leaders, the HU: Power of Service Stars consist of dedicated members of the Highlands community working to improve customer service by coordinating training opportunities for employees. Through these trainings, we provide different ways to implement and share positive interactions and knowledge, therefore giving our customers accurate and faster access to information, streamlined support, and the responsiveness they deserve.

Customer Survey

The HU: Power of Service team created a student customer service survey in September 2017 to provide a baseline of customer satisfaction. A follow-up survey was conducted to identify progress a year later in September 2018 and to launch a new year of HU: Power of Service – How May I Help You?

In addition, we conducted another survey for all employees to identify training needs that would help improve employees' knowledge base and improve the quality of service we provide to our students and the community. We also obtained feedback from the participants regarding the experience and training requests for future events. We use this feedback to develop new offerings and improve the Power of Service initiative.

Implementation

The HU: Power of Service implementation included:

- Kick-off event, training sessions with internal & external trainers
- Ongoing monthly training provided
- Budget was allocated to provide a small monetary incentives and recognition
- Evaluation of HU: Power of Service events

Reward and Recognition

A Certificate of Completion and a gift card will be provided to each participant who attends 10 events between September 2017 - August 2018. In addition, those who complete trainings will be recognized as the new generations of HU: Power of Service Stars.

2017 – 2018 Results:

For the 2017-2018 academic year, 18 staff members were recognized with the Certificate of Completion and a gift certificate in the amount of \$100 for completing the program.

The 2017 – 2018 Student Customer Survey results were compared to the 2016 – 2017 results and reported to the executive leadership team and to the participants of the Customer Service training. Responses to open ended questions were shared as well with the executive leadership team. The following charts reflect some improvement made:

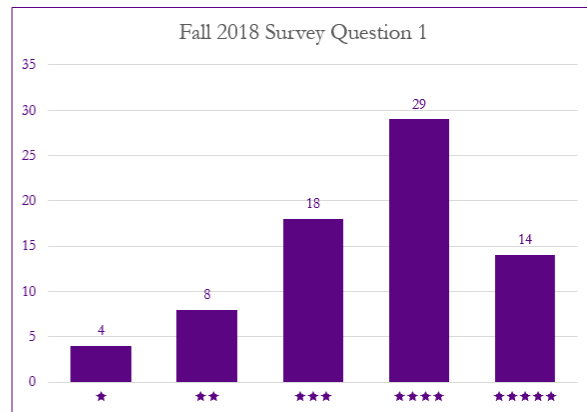
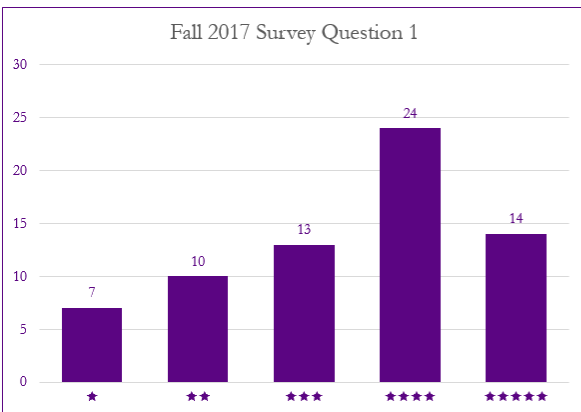


Overall Student Satisfaction



Overall Student Satisfaction

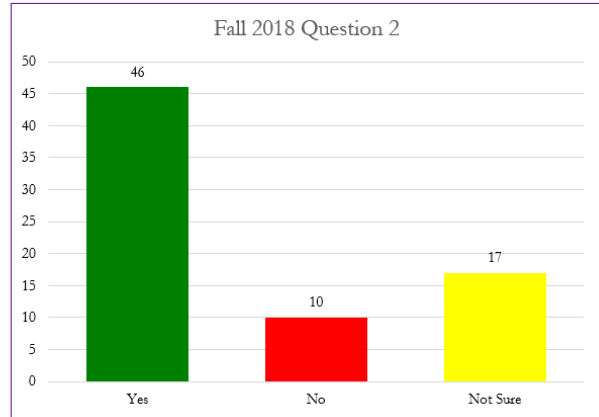
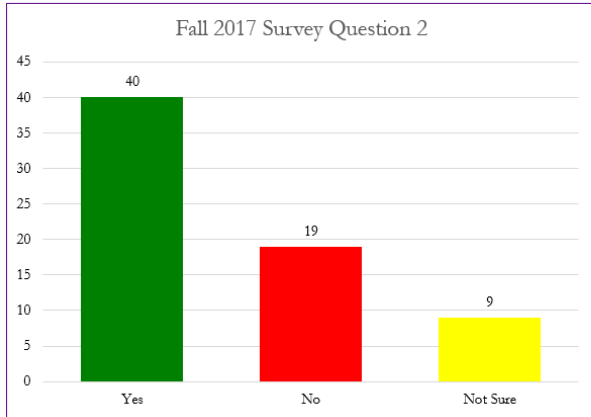
Question 1. Rate your overall satisfaction with the services you have obtained to this date as a student at New Mexico Highlands University. (★ = not satisfied and ★★★★★ = very satisfied)





NMHU Service Alignment to University Values

Question 2. Has the service you have obtained to this date at New Mexico Highlands University aligned with our values of excellence, responsiveness, accessibility and diversity?



Most Frequently Accessed Departments/Schools

Question 3. Select the offices/departments/schools with which you have interacted with the most and upon which have based your feedback. Select all that apply.

