How to Achieve Exceptional Front Line Customer Service in Higher Education

Tues, 25Feb14: 15 Attendees, 12 Surveys Collected

Rating Scale:
5 – Strongly Agree
4 – Agree
3 – Neutral
2 – Disagree
1 – Strongly Disagree

Rating Results for Questions 1 - 3

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1. This training/information session gave me useful information
2. This training/information session will help me do my job
3. The presenter(s) was/were clear & understandable

4. Suggestions for improvement:
   - The visual outlines are boring
   - Face to face training, webinar is good but some of us are more comfortable in person training.
   - Needs visual examples of different situations and hands on activities related to customer service.
   - Go through slides a little slower for those taking notes
   - Hands-on, also slow-down slides, went by too fast
   - Actual speakers – interactions w/ each other keeping us engaged, this was useful but I think there was a lack of engagement, too much talking. Maybe more hands on examples of tones, empathy, emails of professionalism just to name a few. Thank you HR!
   - Lunch/snacks
   - Shorter sessions, info was repetitive
   - Training was common sense & not too helpful
   - This training could have provided customer service videos so we can observe certain scenarios and situations. Actually watching people in diff situations would be helpful. Webinar was very boring. I dozed off. Didn’t get much out of it. Thanks for the printout. I will read it
   - It would have been helpful to have the powerpoint during the presentation to make some notations.

5. I would like more training/information on:
   - Student with special needs (DSPS) & how to provide a good customer service
   - Dealing with very different customers and students with special needs.
   - This is relevant to my job. It should not be counted towards my lunch unless lunch is provided.
   - Better customer service for our students

Other comments (written out side of the fields listed above):
- This specific workshop felt as if it was meant for administrators to teach them how to work with staff to create customer service standards. Previous to working here I received in-person customer service training along with “practice” with dealing with difficult situations that still has not been provided to our staff. So far whether someone can last or not depends on their personality and ability to handle the situation w/o training.