One Stop Quality Standards and Expectations

Knowledgeable
- Give proper and thorough referrals
- Ask for training if needed
- Ask clarifying questions
- Be aware of campus resources for students
- Understand policies and procedures
- Describe processes to students (timeline, expectations, what happens next)
- Look at student’s record even if their question appears simple
- Verify students name and ID
- Do not assume what the students question or problem will be
- Ask if you do not know
- Keep up with any changes to the policies and procedures
- Provide information consistent with staff standards and University policies

Empathetic
- Do not assume what the students question or problem will be
- Actively listen by making eye contact, summarizing conversations, asking questions, gauge emotions and body language
- Acknowledge what the student is going through
- Be patient with customers
- Be willing to talk to a customer privately if needed
- Be realistic but positive
- Be present

Friendly
- Smile
- Use a pleasant tone of voice (calm, reassuring, soothing, consistent volume)
- Make eye contact with the customer
- Introduce yourself during phone calls
- Welcome the students to the counter (acknowledge the students presence)
- Engage students and parents in conversations

Efficient
- Take direct action to complete contact if the customer has already been referred to One Stop
- Verify all issues have been resolved
- Ask if the customer has an additional questions
- Provide thorough and specific information
- Be comprehensive by looking at all aspects of the student’s record
- Set expectations for the customer
- If you can’t help the customer, find someone who can
- Use call backs whenever you need to do more research on a call.
- Comment every record!