

**College Procedure:** 404.7 - Service Standards  
**Policy Reference:** 404 - Employment Relationship  
**Responsible Department:** Human Resources  
**Approval Authority:** Cabinet  
**Procedure Owner:** Vice President, Human Resources  
**Effective Date:** 8/1/2009

**Version Number:** 3  
**Legal Counsel Reviewed (yes/no):** No  
**Legal Reference(s):**  
**Scope:** College-wide

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## Reason for Procedure

The service standard procedure is to provide consistent services.

## The Procedure

### Phones

- No blind transfers. When transferring a call identify yourself and the reason for the transfer.
  - Due to extreme call volume, the following numbers will be managed via the automated phone system (5603, 5635, 5485, 5412, 5631 and 1-877-386-9101) that rings into the One Stop (financial aid, enrollment services, cashier) and do not allow the person transferring to announce the call.
- Voice mail message must include whom to contact if immediate attention is necessary.
- A live person will answer the main line coming into every department from 8am-5pm during the workweek. (One Stop exception noted above.)
  - Trade with another department for live phone coverage, when necessary.
  - Other than the main number, department administrators will determine which phones, if any, are allowed to be rolled to voice mail.
- Response time to voice mail should be within 24-48 hours during the workweek unless an out-of-the-office message notes a different time.

### Email

- Response time should be within 24-48 hours during the workweek.

- Automatic email response with an out-of-office message if you are unavailable to respond within 24-48 hours. Message should include whom to contact if an item requires immediate attention.
- Avoid “reply all” responses unless necessary.

**Office Hours**

- All departments will have standard operating hours from 8:00am-5:00pm.
  - Departments may be open earlier or stay open later but must be open between 8-5.
  - Case by case exceptions may be made following Cabinet review.

**Directions**

- When it is reasonable, personally walk a lost individual to their desired location. When time or distance does not allow, provide a map with the location circled and explain how to get there.

**Correspondence/Communication**

- When sending correspondence to external partners, students, and prospective students include a direct phone number along with web information in every written correspondence.

**References**

**Definitions**

Term	Definition
Term 1	
Term 2	
Term 3	
Term 4	

**Revision Log**

Version Number	Date Approved	Approved by	Brief Description of Change

1	8/1/2009	Jim Choate, Vice President, Finance	
2		Mick Starcevich, President	New template 5/15/2017
3		Cabinet	Procedures template 7/11/2019