Service Obstacle System Guidelines

The Service Obstacle System “SOS” Sub-Team would first like to thank the Rollins community for submitting approximately 94 service obstacle tickets since the activation of the program! An example SOS ticket is attached.

We would also like to encourage you to continue to identify obstacles to service that you may encounter while living, studying, working or visiting our campus.

Some general guidelines for using the Service Obstacle System (SOS):

1. The SOS submission process is a tool for identifying and addressing systemic challenges or barriers that make it difficult for us to deliver a great experience to our students, colleagues, and other members of our community.

2. The SOS system isn’t an anonymous “complaint box”. It is designed to allow any member of the campus community to not only identify service obstacles but to remain informed about the status of the obstacle submission and ultimate resolution of the issue. If you are comfortable in doing so, we also encourage you to participate in helping us to resolve an issue, although it is not required.

3. When an SOS ticket is received you will receive an automated message to inform you that the submission has been forwarded to the SOS team. Items that require immediate action will be addressed as soon as practical. Other items will be addressed at the regular SOS team meetings, which are held monthly.

4. After the SOS team has reviewed your submission you can expect to be contacted by a member of the team to discuss your submission.

5. You can expect to receive regular updates concerning your submission from your SOS team contact.

6. If you don’t know if your particular concern is a service obstacle submit it anyway! The SOS team will partner with you to find the appropriate path for resolution.

7. Submit your ideas now

Best regards,

The Service Obstacle Sub-Team