Four years ago we pledged to enhance our service culture...

**2013 SURVEY**

Yielded results that show a positive improvement trend since 2010.

**72**

Departments were rated in the Service Excellence survey, 4005 peer department ratings were received.*

**22 OBSTACLES RESOLVED**

Out of 24, Obstacles are submitted through SOS, a system that brings attention to larger issues that may impede our ability to provide excellent service.

Hamilton Holt School’s Student Services Team received the 2013 Service Excellence Award.

You recognized your fellow staff for their exceptional service...

**135 WOW acknowledgements**

To recognize a fellow staff or faculty member for delivering excellent service: fill out a WOW card or submit an electronic WOW online: rollins.edu/giveawow

Overall Service Excellence Survey Results

**2013 SUCCESS STORIES**

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Service Ratings 2012 vs. 2013</th>
<th>What Others Are Saying</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Information Technology</td>
<td><img src="image" alt="Service Rating" /></td>
<td>Simply superb at customer service</td>
</tr>
<tr>
<td>2. Financial Aid</td>
<td><img src="image" alt="Service Rating" /></td>
<td>They really go above and beyond to find solutions and actions</td>
</tr>
<tr>
<td>3. Housekeeping</td>
<td><img src="image" alt="Service Rating" /></td>
<td>They are the unsung hero of all the departments</td>
</tr>
<tr>
<td>4. Scheduling &amp; Event Services</td>
<td><img src="image" alt="Service Rating" /></td>
<td>Their attention to detail ensures that our events are always successful</td>
</tr>
</tbody>
</table>

**CUSTOMER SERVICE SCORE**

*for participating departments

86% received a 5.0 or higher. The goal is for all departments to receive a score of 5.0 or higher. This score was merged across students, faculty, and staff.

**SERVICE EXCELLENCE**

**A YEAR IN REVIEW**

72

Out of 24, Obstacles are submitted through SOS, a system that brings attention to larger issues that may impede our ability to provide excellent service.

Yielded results that show a positive improvement trend since 2010.

Yielded results that show a positive improvement trend since 2010.

**RESPONSIVE • RESPECTFUL • COLLABORATIVE • COMPETENT**

**SIXTEEN TOMMY TAR AWARDS**

<table>
<thead>
<tr>
<th>Award Recipient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zakiya Brown</td>
</tr>
<tr>
<td>Francine Chase</td>
</tr>
<tr>
<td>Kathy Custer</td>
</tr>
<tr>
<td>Julia Hester</td>
</tr>
<tr>
<td>Kevin Griffis</td>
</tr>
<tr>
<td>Philip Hinoia</td>
</tr>
<tr>
<td>Sarah Myers</td>
</tr>
<tr>
<td>Megan Phifer</td>
</tr>
<tr>
<td>Carol Leachy</td>
</tr>
<tr>
<td>Lester Lewis</td>
</tr>
<tr>
<td>Sherry Lewis</td>
</tr>
<tr>
<td>Dave Markland</td>
</tr>
<tr>
<td>Tara Parker</td>
</tr>
<tr>
<td>Jean Pinnix</td>
</tr>
<tr>
<td>Bill Rodriguez</td>
</tr>
<tr>
<td>Troy Thomason</td>
</tr>
</tbody>
</table>

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**3 Year Service Excellence Comparison**

<table>
<thead>
<tr>
<th>Year</th>
<th>Service Excellence Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>86%</td>
</tr>
<tr>
<td>2012</td>
<td>79%</td>
</tr>
<tr>
<td>2013</td>
<td>75%</td>
</tr>
</tbody>
</table>

**THE RESULTS SHOW A POSITIVE IMPROVEMENT TREND OVER TIME**
Four years ago Rollins adopted the Service Excellence initiative and pledged to strengthen its service culture through improved responsiveness, respectfulness, collaboration, and competence. Results of the fall 2013 Service Excellence Survey, released in January, suggest that the Service Excellence ethos has been adopted by the College and that improved service has made a difference in how departments are perceived by students and customers.

According to the latest survey results, 86 percent of those departments rated received an overall composite score of 5.0 or above, as compared to 79 percent in 2012 and 75 percent in 2010. The 5.0 baseline has been identified by the Service Excellence Team as indicative of excellent service.

“It’s exciting to see the Service Excellence initiative is truly having a positive impact on service,” said Matt Hawks, who chairs the Service Excellence Team.

A number of departments improved their scores significantly in 2013, including Scheduling and Event Services, IT, Financial Aid, and Housekeeping.

“We have been working on improving our service very actively,” says Chief Information Officer Pat Schoknecht. “We are pleased that our hard work has paid off and people think of us in a positive light.”

Schoknecht specifically worked on responsiveness, and has made it the department’s objective to answer every email and phone call within 24 hours.

“We won’t have an answer to every problem in that amount of time, but you will know that we have your problem and are working to find a solution,” Schoknecht says. “We also reconfigured our Help Desk so that the campus can report any problem to the Help Desk and be confident that it will be handled to the proper area within 15 minutes.”

To better improve responsiveness, IT is supported by people who aim to answer every call and begin solving issues. “Our challenge then is to train our students so that they can solve many problems on that first phone call. In addition, we are working to help the students better discern the urgency of a problem. Sometimes it is not enough to just get your problem into the system — you really need help sooner than later. Improving our response times to the most urgent matters is our current focus,” says Booth.

Steve Booker, Financial Aid director, believes his department’s score improved as a result of a focus on improved service: “We really do follow our Service Standards; they guide us in all our dealings and practices,” Villafuerte says. “We have open and honest communication about the services we provide. Recognizing we’re not perfect and errors will occur on a daily basis, our focus is to provide the best service we can and when we do stumble or drop the ball, we own up to it and work twice as hard to rectify a situation.”

According to Villafuerte, Housekeeping’s main goal has been to step up the team’s hospitable ways, provide service with a smile, and to never let anyone pass by on campus without offering a warm greeting.

Sudie Eisenbarth, director of Scheduling and Event Services, sees the department’s increased score as indicative of her team’s focus on improving campus events. “Whether it’s through communication, implementation of new policies or the use of technology, we’re always trying to get better,” Eisenbarth says.

To meet that goal, Eisenbarth restructured the roles of her team and expanded job duties to provide campus and external clients improved services. “We meet weekly with our campus service providers and carefully review the event reports for the upcoming weeks. We discuss all issues and questions that arise and strive to streamline the reports to make them as efficient, easy to use, and understandable as possible,” Eisenbarth says. “Keeping the campus policies updated, concise, and easy to find on the departmental website has been an important task. And we continually work to improve the usability of the campus wide scheduling software, EMS.”

“These are just a few examples of the meaningful service improvement efforts taking place across campus which are leading to improved satisfaction levels among our students and customers,” Matt Hawks said. “We still have a lot of work to do but the results to date are very encouraging.”

The New Standard for Service

Rollins’ Service Improvement Efforts Yielding Promising Results According to Recent Survey

Facilities Recognized for Work on Bush Science Center

Last fall, Rollins’ Facilities Management department was recognized with a barbecue lunch for its outstanding efforts preparing for the renovation and occupancy of the Bush Science Center. “Throughout the project, their efficiency and rapid response to all issues noted by the faculty were exemplary,” said Professor of Physics Thom Moe, who oversaw the project. “They have set the standard for service excellence.”

Remembering David Erdmann

Paying our last respects is often the hardest thing we’re asked to do as humans, as co-workers, friends, and loved ones. This year we had the difficult task of paying our respects to Dean of Admission and Enrollment David Erdmann. Perhaps one of the reasons it was such a hard goodbye for our campus community was the fact that, as reflected in the remembrances of David, he exemplified our service excellence standard for respect (and if there was a service excellence standard for smiling he would have set the bar high on that, too). Parents, students, alumni, fellow faculty and staff, professional colleagues and friends — they all shared what we already knew, that David treated every individual with special care and valued the differences in every student that shaped our college for the last three decades.

That respect was echoed in the time and care of the campus community members who moved quickly to coordinate a service that honored our friend and colleague. Our community has remembered David with great generosity, and we are proud to announce that a scholarship fund in David Erdmann’s name has officially passed the $50,000 threshold to become endowed. A token of respect for our colleague and friend will now live on in generations of Rollins students to come.

BOOKCLUB EVENTS

SE

25

Deadline for Service Excellence Departmental Recognition

This award recognizes a Rollins department or team for demonstrated evidence of meeting or exceeding our service standards: responsive, respectful, collaborative, and competent.

Submit a Nominee: bit.ly/rservice2014

Deadline for Service Excellence Departmental Recognition: April 25

The Ollie Parking Lot is Now Open

The Ollie parking lot is now open. This lot is for all registered Rollins vehicles including faculty, staff, and students. The new lot provides approximately 100 new spaces for the campus community.

The Arbinger Institute

Lead: Leadership and Self-Deception: Getting out of the Box

Wednesday, March 26, 2014  •  11:30 a.m.–1 p.m.

Friday, March 28, 2014  •  11:30 a.m.–1 p.m.

Location: Hall of Fame Room, Alfond Sports Center

Online Parking Map: rollins.edu/safety/parking

Online Parking Flyer: rollins.edu/InDry/brochure

SE BOOKCLUB EVENTS

Book:

Leadership and Self-Deception: Getting out of the Box

by The Arbinger Institute

Meetings:

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