

## Saint Mary's University



### Third Prize, Open Category



(L-R) Keith Hotchkiss, Andrea Smith, Dr. David Gauthier, Dr. Paul Dixon, Dr. Kevin Kelloway, Kim Squires, Dr. Gordon Fullerton, Perry Sisk, Darrell Rooney, Margaret Murphy, Gordon Michael, Gabrielle Morrison, Margaret-Anne Bennett.

## Delivering Service Excellence

The President's Service Excellence Council, an interdisciplinary collaboration of Saint Mary's leaders, was established in 2010 to foster a culture of service excellence by providing staff and faculty with tools for developing and supporting initiatives that provide excellent service to students and others. Saint Mary's own academic experts were engaged in the initiative, rather than external consultants. A service quality framework was created and videos were produced and housed on an online service excellence learning portal to help senior managers develop service quality plans.

The council also commissioned leadership training on employee engagement and conducted student surveys to assess the quality of service provided before and after training. The initial survey indicated staff members were doing a good job, but only 30% regarded the service they received as excellent. Immediately

following the leadership training sessions and creation of the Service Quality Plans and the portal and videos, the number of students who felt they were getting excellent service jumped on average by 8%.

A key to Saint Mary's success has been capitalizing on in-house expert knowledge within the University community. The concept of a service excellence portal could be easily replicated by other institutions.

*For further information on this project, please contact:*

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