

Service Excellence Vision and Council Terms of Reference

Service Excellence Vision

Building on a strong tradition as a caring and close community, we will provide excellent service stemming from fully engaged faculty, staff, and students. We strive to continuously improve our service quality by responding to the changing needs and expectations of all groups who make up our community. We envision that all Saint Mary's students will achieve their educational goals, exhibit extreme pride in the University and become enthusiastic Alumni.

Service Excellence Council Terms of Reference

Purpose

The Service Excellence Council is a multi-stakeholder group of committed leaders from across the University charged with cultivating an environment that inspires employees to excel in service delivery.

Building on University wide experiences, the Council ensures the integration of service excellence principles and practices into current activities, as well as establishes and coordinates new service excellence initiatives.

The Council fosters excellent service practices across campus, while maintaining a focus on student success, recognizing that we serve students, as well as each other within Saint Mary's University and our larger community.

The Council supports, coordinates and liaises with the Senate-approved committee already tasked with student success from an academic perspective.

Reporting

The Council Chair reports regularly to the President via EMG.

Responsibilities

1. Develop a Saint Mary's University service excellence model, standards and expectations, based on the shared vision of Service Excellence, including:
 - a. The technical and functional aspects of "excellent" or "quality" service....
 - Was the right thing done?
 - Was the thing done right?
 - b. The principle of asking students and other clients what they want and need
2. Collaborate with the Senate Committee on Student Success
3. Collaborate with the CN Centre for Occupational Health and Safety regarding specific research on leadership development, employee engagement and their impact on service outcomes

4. Guide the establishment of a leadership training and development program for Senior Administrators in their role of creating a service excellence culture, including the development of departmental action plans in which technical service improvement opportunities and their specific departmental staff training needs are identified
5. Guide the establishment of training and development programs for managers and front line staff
6. Guide the establishment of training and development programs for department chairs, in their role of creating a service excellence culture in relation to their responsibilities for overseeing faculty and for managing departmental support staff.
7. Guide the development of a promotion and communication strategy that may include such things as branding the Service Excellence Initiative, telling the story of current service successes in This Week at Saint Mary's and identifying/celebrating excellent service practices, situations and incidents
8. Oversee the integration of service excellence principles and practices into current activities and new initiatives
9. Establish and maintain a baseline and ongoing inventory of technical and functional service excellence initiatives and activities throughout the University
10. Adopt, develop and maintain performance metrics and measurements, including such tools as using external surveys, feedback forums and individual feedback
11. Explore the benefits and potential of adopting a formalized process improvement approach in relation to technical service improvement methods in support of change initiatives (Examples of current change initiatives are Banner implementation, Enrolment Services and Student Advising.)

Membership

- Gabe Morrison, Vice-President, Finance & Administration - Chair and Executive Champion
- Dr. David Gauthier, Vice-President, Academic & Research or designate - academic administration, research/performance measurement and Senate Committee on Student Success
- President, SMUSA or designate (annual appointment)
- Cathie Ross, General Manager, SMUSA
- Dr. Gordon Fullerton, Marketing Department - customer service model (technical and functional)
- Dr. Kevin Kelloway, Psychology and Management Departments ; Director, CN Centre – leadership development, customer service outcomes and employee engagement
- Keith Hotchkiss, Senior Director, Student Services
- Gordon Michael, Director, Continuing Education – management and front line staff training and development programs
- Kim Squires, Senior Director, Human Resources – staff engagement, training/development, performance management systems, and recruitment
- Margaret-Anne Bennett, Director, CAID - academic professional development
- Kathleen Jay-Powell, Manager, Desktop Technology, ITSS / Perry Sisk, Senior Director, ITSS - inventory of in house technical service excellence initiatives
- Margaret Murphy, Associate Vice President, External Affairs – promotion, awareness and communication

Resource to the Committee

Andrea Smith, Secretary to Vice-President, Finance & Administration – coordination and Recording Secretary

Ad Hoc Resource

Daphne Tucker, Institutional Researcher, Enrolment Services – surveys, measurement and statistics