



University  
of Windsor

## UWINDSOR SERVICE STANDARDS

At the University of Windsor, we are committed to providing an exceptional service experience to our students, faculty, staff and other service users. We believe that the provision of excellent service will strengthen our reputation of being a welcoming campus, will help us achieve our vision of being a student-centred university and will foster more pride in UWindsor. In order to achieve this, we strive to meet the following standards in our in-person, over the telephone and email interactions:

### **We will:**

- Be approachable, responsive, attentive and helpful
- Demonstrate empathy, courtesy and respect
- Provide our services in an equitable and inclusive manner and treat you fairly while complying with policies and procedures
- Take the time to determine your needs, discuss options and identify solutions
- Follow through to ensure that your needs have been addressed
- Provide clear, accurate and timely information
- Communicate long wait times, changes to hours of operation, policies, and procedures
- Provide you with a timely response to your requests. We aim to acknowledge receipt of your voice and e-mail messages within one business day
- Work collaboratively with our colleagues across campus to enhance the service experience
- Use our knowledge, experience and expertise to provide quality service
- Deliver our services in an accessible, safe and well-maintained environment