Enrollment Services – Basic Service Standards

General Norms
- Model a commitment to serving others effectively and efficiently by displaying appropriate behaviors, attitudes, and appearances that communicate integrity, competence, and credibility. Treat all with respect and dignity.
- Act individually and collectively in ways that seek to actively understand the perspectives of others and demonstrate the values of compassion, empathy, and beneficence.
- Encourage and help students, and do not scold or punish those who do not do what we think they should do or should have done.
- Assume all students and parents are honest unless we find overwhelming evidence to the contrary.

Face-to-face with students/parents
- Curtail conversations with co-workers immediately if a person needing assistance comes in.
- Greet all students/parents immediately with a smile and a polite, “May I help you?” Make eye contact. The goal is to acknowledge those seeking assistance upon entry to the office, even if you are busy with somebody else. Try to say “I’ll be right with you”, or at least make eye contact and smile.
- Be aware of your verbal and non-verbal communication. Make sure that your face, voice, and body language are open and welcoming.
- If a line forms, call upon a supervisor to summon help.
- Students waiting to see another staff member should wait no more than 10 minutes, but you should check periodically if the staff member appears delayed.
- Apologize for any service delay, even if the delay is not your fault. You are representing the total office.
- The use of any listening devices (i.e., iPod, etc.) is not appropriate.

Telephone
- Answer all calls within three rings. Staff with students in their office or at their desk should not be signed into the queue.
- When transferring callers, provide them with the number they are being transferred to and announce the call and subject when the phone is answered.
- Inform callers when they are going to be put on “Hold”.

Page 1 of 3
Personal Calls
- Keep incoming and outgoing personal calls to a minimum; make calls only if necessary—during breaks or lunch period, if possible.
- Terminate personal calls immediately to assist others.
- Personal cell phones should be turned off or set to “silent” mode when you are in the office. If you have to have a contact number during working hours, please give out your private University phone number as a way of reaching you.

Voice Mail
- Respond to voice mail the same day or at least within 24 hours unless it is clear that a response is not expected.
- It is helpful to have an “out of office” voice message when you are away for a day or longer. Give the caller the option of another number to call for assistance.

E-mail
- E-mail is provided to you as part of your employment and is to be used primarily for business communications. Use of e-mail for personal communications should follow similar guidelines as phone use in that it should be limited to breaks and lunch periods, if at all possible.
- Check e-mail at least twice a day and respond the same day or at least within 24 hours.
- Format of official email should be professional, using correct grammar and spelling. As appropriate, add addresses of those who should receive a copy.
- As with voice mail, it is helpful to have an “out of office” automatic email reply when you will be unavailable for email for a day or longer.

Web Use and Games
- Personal web use and playing of computer games are improper in the presence of non-office staff and the public even when you are on break. Employees must always appear to be “on the job” in the presence of others. Absolutely no games may be played at the front reception area.

Absences
- As our staff gets smaller it becomes vital that remaining staff are reliable and responsible about attendance, and unplanned absences are minimal. Each person matters. We expect all staff to arrive on time -- ready to work at 8 a.m. Planned time off should be scheduled well in advance with approval of your supervisor. Unexpected absences cause additional work for your colleagues.
- Busy periods and “no absence” times may be different for each ES unit.
Appearance and Attire
- Remember that you work in a place of business and that you represent the office and MSU. Therefore, extremely casual clothing (shorts, tank tops, t-shirts with logos, faded or worn-looking jeans, etc.) is not appropriate. Shirts or sweaters with a *University or office logo*, along with a skirt or slacks, may be considered appropriate by a unit.

Environment
- Keep front doors locked until a staff member from the front area is at their desk.
- Keep client service areas and common areas clutter-free. Discard empty boxes and store empty waste baskets, etc.
- Coffee/water areas should be kept neat.
- Food on a front desk is not appropriate when those seeking assistance are present.

Learning and Development:
- We support the continual process of educating and applying knowledge for the holistic growth of those we serve, ourselves, and in the delivery of our services.