

The importance of standards on a campus such as Western Oregon University cannot be overlooked. The implementation of campus standards is a significant key to campus service. A campus-wide commitment to communication standards (mail, phone, e-mail, etc.) is a fundamental component to a campus service culture. Standards for campus service provide a guide for the community. A commitment to these standards will create a uniform attitude across campus. Faculty and staff should agree to, and implement a consistent set of standards when working with all members of our community.

- ❖ The service provided by Western Oregon University goes beyond what might be expected.
- ❖ Extra effort is taken in answering questions – finding answers or individuals who CAN find answers within another department if need be.
- ❖ Every person is treated with respect.
- ❖ The most direct solution is taken in filling requests.

Telephone Standards

Answer – The goal is to always have a person answer the phone. Understandably, this may not always be possible – exceptions can be made when necessary.

- Treat EVERY call as important. Be as helpful and courteous as possible.
- Standard Greeting – Department, Name – Western Oregon University is preferred rather than WOU or Western.
- Call people by name. Write down both first and last name when taking messages.
- Overall, your job is to try to help the caller, if you must transfer, transfer calls correctly. Give the transfer phone number to the caller in case of disconnect.
- When transferring calls, or if you need to ask a question while you have someone on your line, ALWAYS put the caller on hold. This avoids the having the caller listen to office conversation.
- “Supervise” your transferred calls – wait and listen to see if the party you are transferring the call TO picks up before actually transferring the call. If the party does not answer, get back to your caller and ask if they would like to leave a message on audix or call the party back. DO NOT leave the caller in a “voice mail run around.”

Returned calls

- Return phone messages routinely – Within four hours when possible, and certainly within 24 hours of receipt if possible.
- When calling others be sure to identify yourself by stating your name and department.
- When leaving messages, keep them short and direct.

Audix Message

- Standard Department Message – Department name and office hours on message.
- Standard Personal Message – Name, title, department, hours which they can be reached and “Dial 0 for immediate help” option. For example: “You have reached the voice mail for Bob Smith in the Telecommunication Services Department at Western Oregon University. Please leave a message at the tone. If you require immediate assistance, please press 0 and someone will assist you.” Please remember to change greeting for extended absences, ie: vacations.
- Voice mail messages are stored for 10 days ONLY. After 10 days they are permanently removed and cannot be restored.

- Voice mailboxes can have up to nine personal greetings.
- You can activate your voice mail to call a pager or your home when you have messages.

Office Standards

- Post office hours and if closed for lunch. Be open for lunch if possible. Use student staff if necessary to remain open. Again, the goal here is to provide the best possible service that we can. Think about how YOU would like to be helped; speak and act accordingly.
- Give a positive first impression. Friendly, helpful, positive.
- Professional dress for all office staff, including students.

E-Mail Standards

- Read daily
- Respond to business requests daily – this is a quicker format and requires a quicker response. Please remember that hitting “send” does not mean that you have communicated. If you are sending very important information via email, follow up with a phone call to confirm that your recipient has, indeed, received your email.
- Email messages sent should have a standard signature. Name, title, address and phone.
- Proof all emails prior to sending.
- Share received information with other departments. For example, housing cancellations are shared with admissions. We all play for the same team; work that way.

Written Correspondence Standards

- All correspondence should be professional. Please note: each department will have to set their own standards based on the nature of the correspondence. For example, University Advancement utilizes hand written correspondence to lend a more “personal touch” to their correspondence with donors to the university.
- Respond within five working days. Situational/departmental dependent.

Knowledge of Campus Services

- Department services and contact names
- Location of departments

(Maps –University Residences, Campus and Werner University Center maps and The Reference Guide will be attached to help facilitate this.)