



OpenMSU Update – Service Excellence – February 2015

Greetings from the Service Excellence Team! It has now been one year since we began the Service Excellence initiative in response to your desire for a more robust campus service culture. We want to update you on progress to date as well as plans for the future.

2014 Progress

- **January** – MSU Service Philosophy created: *“We enrich lives by building a supportive environment that inspires excellence in everything we do.”* MSU Service Standards created: Safety – Reliability – Courtesy – Competence
- **January** – Service Excellence Team assembled
- **April** – Service Excellence Leader workshops completed for 123 campus leaders
- **June** – First two employee workshops taught by Teri Yanovitch to 60 employees
- **June** – 17 MSU employees certified to deliver Service Excellence workshops
- **September** – [Random Acts of Excellence](#) recognition system launched
- **June – Current** – over 35 workshops delivered to roughly 900 MSU faculty and staff. Workshops to date have been by request of the sponsoring department including:

ASMSU	Facilities Services	Parking Services
Auxiliaries	Financial Aid Services	Registrar
Campus Planning, Design & Construction	ITC	Safety & Risk Management
College of Nursing	Mail Services	Student Success
Emergency Management	Museum of the Rockies	University Business Services
Extended University	Office of Sponsored Programs	University Police
		University Services

Service improvements have already been initiated by leaders who attended workshops, and their teams of staff. For example:

- Human Resources launched a pilot program in 2014 to improve the experience of new employees during their first week of work. This service excellence initiative, called “Jumpstart,” redesigned process workflows to reduce the wait time for system access for new hires and also created a new mini-orientation option to deliver “just-in-time” practical information, tools and hands-on support to complete new hire paperwork during the first days of work. By partnering with Central HR to “jumpstart” new employees with general information, processes and tools, academic staff can focus more time on specific departmental orientation needs and on assisting students—especially important at the beginning of the semester.

- *“I know that I can make a difference in whether or not a student decides to come to MSU. I pay attention to when MSU Fridays are, and make it a point to ask parents who look lost whether I can help them find the people and resources they need.”* David Court, MSU Computer Specialist
- *“As a result of Service Excellence, I can no longer walk by a piece of trash on the grounds or ignore an empty paper towel roll in a bathroom. These are no longer someone else’s issue; it’s my responsibility as an employee and stakeholder of MSU to make sure our campus is inviting to our students, employees and visitors.”* Betsy Webb, Human Resources and Service Excellence leadership team

Future plans

- Continued delivery of workshops to MSU’s 4,000 faculty and staff. Currently scheduled are the Office of Human Resources and the Library. Schedule your department by contacting serviceexcellence@montana.edu
- Open enrollment workshops will be made available to all in the near future
- Future developments will include workshops for new employees starting their careers at MSU.
- Watch for the launch of a Service Opportunity System to assist in service improvement across campus.

Resources:

Workshops are just the beginning of the conversation on service excellence. Each unit should then pick one or two things to implement to demonstrate excellence. There are resources available to help.

- **Service Excellence website:** [Service Excellence](#). You will find blank Service Maps, Everything Speaks checklists, a Manager’s Toolkit, and other information.
- **Random Acts of Excellence postcards:** Here you can privately recognize individuals or teams for their excellent service: [Random Acts of Excellence](#)
- **Service Excellence Team:** Feel free to contact any of the members for support in your initiatives: [SET Contact Information](#)

Thank you for your engagement in this [OpenMSU](#) project. Please feel free to contact [Laura Humberger](#), [Betsy Webb](#), or anyone on the Service Excellence Team with any comments or ideas.