

**Dallas County Community College District**  
Service Leadership Team

**CHARTER**

Effective August 31, 2009

**CONTEXT :** The Service Leadership Team was established to ensure that District employees support and enhance DCCCD's recruitment and retention efforts by providing excellent customer service to students and fellow employees. In the past, there were no district-wide guidelines for what constitutes good customer service, nor was there an official venue for identifying best practices and measuring our progress in the quest to improve service. The Service Leadership Team inspires DCCCD employees to meet the needs of students, community members and each other in a professional, respectful and cheerful manner. It supports student success by recommending the tools, support, education, guidelines and feedback systems employees need to provide students, community members and each other with outstanding service.

**PURPOSE :**

The Service Leadership Team is authorized by the Marketing and Communications Council to:

- Identify and may assist in resolving district-wide process issues that affect customer service for both internal and external audiences
- Identify district-wide customer service training needs and recommend customer service training programs
- Promote/market customer service in the district through recognition programs and other initiatives
- Identify, implement and monitor customer service performance indicators at the district level.
- Provide a forum for innovative district-wide customer service ideas to be explored and nurtured.
- Help ensure that DCCCD employees follow the information privacy and security policies/procedures related to the sharing of student data.

**BOUNDARIES :**

District policy and procedures  
Customer service goals

**CONSTRAINTS :**

Staffing/funding  
Budget

**TYPE OF ORGANIZATION:**

- **Work Group** – A sponsored group with a common and directed purpose in an area of interest/importance related to student success in the DCCCD. Meetings include information-sharing and updates, and do not focus on agreements and/or recommendations for district-wide action. Group may act as a committee or subcommittee reporting directly to a Sponsoring or Functional Council on short-term action-based efforts, when requested.

**ORGANIZATION MEMBERS:** There will be one voting member per location designated by the location CEO/designee. Other interested employees may attend the meetings also to learn and provide feedback; but each location will have only one vote.

**MEMBERSHIP TO BE CONFIRMED FALL 2009**

FUNCTIONAL ROLE	NAME * DENOTES LEADERSHIP ROLE (I.E. CHAIR, CO- CHAIR, ETC.)	TITLE	HOME LOCATION

**ORGANIZATION RESOURCES:**

Councils  
DSC- Communications Division  
Organizational Development

**MEETING SCHEDULE and LOCATION:** Meetings will be held on the fourth Wednesday of each month. Agendas will be posted three days in advance.

**ORGANIZATION SPONSOR:** Justin Lonon, Vice Chancellor of Public and Governmental Affairs following the guidelines adopted by the Chancellor’s Staff in January 2008.

**DATE FOR REVIEW/RECONFIRMATION:** August 2010 and even years following

APPROVED BY THE CHANCELLOR’S STAFF ON AUGUST 3, 2009

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Signed by the Sponsor or Sponsor’s Representative

Date