

**High Quality Student Service is attained through:**

- **Communicating** clearly and openly, in person and on the telephone --- verbally and non-**verbally**.
- **Developing** rapport and sensitivity to student needs---a “we care” attitude.
- **Defining problems** with the student and exploring realistic solutions.
- Being genuinely **friendly** and **courteous** at all times--- treating the student with respect and dignity.
- Being an **expert** on the institution’s services, products, and procedures.
- Operating from a **cooperative position** that is a two-way relationship (i.e. “let’s work together”).
- Inviting **student responses** regarding services, procedures, and new programs.