



A Commitment to Customer Service
Developed on June 30, 2005

The Office of the Dean of Students, Office of Disability Resources, and Residential and Commuter Life are committed to meeting the needs of our customers and will use the following guiding principles in the work we do.

- The Office of Residential and Commuter Life is open from 8:15am – 5:00pm Monday – Friday. We are committed to responding to walk-in customers, phone calls and emails within one business day. Please note that we encourage the use of email rather than the phone for the fastest response.
- We will provide accurate and timely information. Due to the nature of our work, changes often take place. Therefore, we are committed to keeping our customers and one another informed regarding the various changes.
- All decisions will be consistent with the mission of Longwood, the Office of the Dean of Students, the Office of Disability Resources, and Residential and Commuter Life.
- Although we will attempt to assist anyone who contacts our office, there will be times when we will be able to provide the requested information **only** to the individual student.
- We will strive to ensure that a customer receives the same answer from everyone who works throughout the unit.
- Although we strive to meet the needs of our customers, the desired outcome may not be possible. There are also times when we will have to agree to disagree. However, we will explain to the best of our ability why we are unable to meet the request.
- If we are unable to answer a customer's question, we will refer the customer to the appropriate office or we will take his/her phone number and call him/her back with the correct answer.
- We are committed to meeting the needs of our various customers. We will review all of our policies annually to make changes that will enhance our service to students.