

Q2 SERVICE EXCELLENCE

PHASE I AND PHASE II OVERVIEW



Q2 Phase I

Internal Service

Q2 stands for two questions, "What do you need" and "How can I help"? For the past year and a half, the university has focused on service excellence as it revolves around these two questions. The questions began as a tool for employees to help shape the conversations with students and the approach we take with departments and offices, both internally and externally. Q2 has grown into so much more. It now helps to define the culture of Lindenwood - who we are and what we are known for. The simple questions "what do you need" and "how can I help" are questions that we ask ourselves and each other when we are making decisions that impact others. Each member of the Lindenwood community has worked individually and with their teams to redefine how the university approaches service. During Phase I of the Q2 Service Excellence initiative, university faculty and staff attended 103 Q2 workshops and planned and implemented 250 initiatives to improve service. We have looked intensely at our processes, place, and the people around us. As a university, we are determined to enhance the student learning environment as well as the overall student experience. As we close Phase I of this impactful culture change, now it is time to look forward to what Q2 Phase II holds for the future of Lindenwood.

TWO QUESTIONS

*What do you need?
How can I help?*

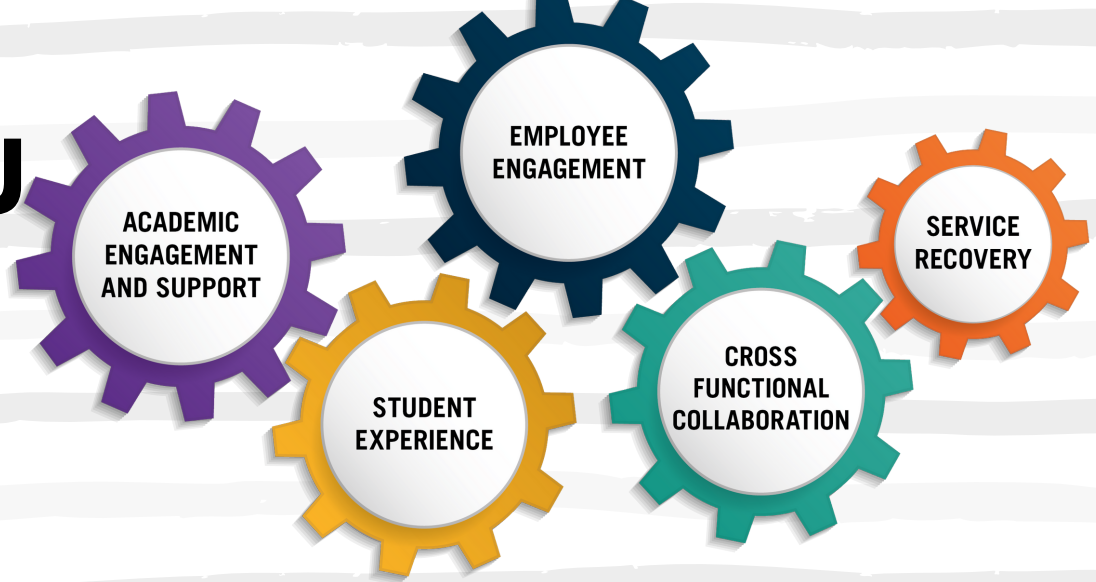


A mind shift is taking place across campus with the Q2 initiative.

-Q2 Employee Survey



Q2&YOU



Q2 Phase II

Q2 Phase I was about identifying and acting upon low risk, high yield opportunities to improve service across campus. The next phase of Q2 focuses on 'YOU' and the role all employees of the university play in attracting and retaining students. Q2&You will focus on more challenging issues related to service through academic engagement and support, the student experience, employee engagement, cross functional collaboration, and service recovery development opportunities. Q2&You will take a collaborative effort from all areas of the university.

Academic Engagement and Support

Faculty will continue to focus their efforts on student learning bolstered by development opportunities through the Learning Academy. Opportunities will be offered to hone specific skills to engage students through student centered learning. Some of the strategies will include, but are not limited to, inquiry based workshops and project based learning. Faculty have opportunities to further the pedagogical areas of their classroom by joining groups like *'Teaching Squares'* and playing Bingo! with Faculty Fellow, Dr. Rebecca Foushee.

Student Experience

While the student experience is the responsibility of all parts of the university, Service Excellence Fellow, Betsy Feutz, has conducted focus groups with over 100 students to learn what their priorities are related to enhancing the student experience. Over the next year, administrators will use the data to drive decision making while continuing a partnership with a student committee. The students will inform and influence future progress for Lindenwood.

Employee Engagement

Based on an employee survey, there needs to be a mechanism in place to incorporate new hires into the Q2 culture at Lindenwood. The Learning Academy will offer an opportunity to attend a session of *'Culture Connection'* to be able to embrace who we are and where we have been over the past ten years. Additionally, there will be many opportunities in the coming year for supervisors to develop their leadership philosophies and practice carrying out their values in on the job development opportunities.

Cross Functional Collaboration

Q2 is founded in improving the people, place, and process of the university and cross functional collaboration is paramount to improving each of these areas. The means for carrying out this collaboration is the process improvement task force, staff and faculty councils, and a place task force.

Service Recovery

As a follow up to the initial Q2 workshops presented in Phase I, departments throughout the university will have the opportunity to participate in service recovery workshops. Inevitably, there will be a time when service failure occurs. The steps that we take to recover from a service misstep makes a significant difference in the on-going repercussions of the mistake. The Service Recovery Workshops will educate each department to be proactive in their service recovery. Units will learn steps to take to engage in difficult conversations, to consider compromise and to ensure that our students and colleagues have the experience of a lifetime.