





# **The ACE Connection**

**Finance and Administration Division**

**November 7, 2007**



# The ACE Connection: It's here!

## Agenda

**I. Introduction**

**II. The ACE Connection Video**

**III. Marketing**

**IV. Division Involvement**

**V. Next Steps**

**VI. Input/Thoughts**



# Introduction

**The ACE Connection: It's here!**

- **Vision: to inspire a new brand for service and quality in higher education**
- **The ACE Connection is about encouraging positive attitudes regarding every aspect of an individual's job and in every situation**
- **Finance & Administration: 2.5 million customer contacts annually**



# Accountability

## Ownership, recognition, and pride

- *Independently recognizing what is right in a situation and doing it.*
- *It means "owning" problems that you learn of, and owning them through the final resolution.*



# Customer Service

**Respect, attitude, and empathy**

*- Ensuring that every customer – internal and external – is fully satisfied and that expectations have either been met or exceeded.*



# Excellence

**Commitment, quality, and  
communication**

*- Striving to do the best in all that you  
do.*



# My Commitment

**I am committed:**

- **To my employees**
  - **“Audacious commitment” is putting employees first and customers second.**
    - **Southwest Airlines former CEO Herb Kelleher**
- **To participation in The ACE Connection**
- **To the program’s success**



# **The ACE Connection Video**

*Bringing ACE to life!*



# Marketing

- **Logo**
- **Pin**
- **Wall murals**
- **Brochure**



# Division Involvement

- **100% participation required**
- **The ACE Connection  
Introduction program complete**
- **Division meetings: Customer  
service discussions**



# Next Steps

## Training/Professional Development

- *The ACE Connection in Action: YOU Make the Difference*
- *The ACE Connection in Action: Customer Service at the Forefront*



# Next Steps

- **Finalize training program**
- **Distribute baseline customer satisfaction survey**
- **Develop reward & recognition program**
- **Form Welcoming Committee**
- **Incorporate into annual performance review process**
- **Provide ongoing updates on The ACE Connection program at divisional meetings**



# Input/Thoughts???