

Technology Learning Support Services Commitment to: **Customer Service**

As a member of the Technical Support Services staff it is my personal responsibility to inform, respect, and support faculty, staff and students' needs for technical assistance.

I will commit to improving my:

- **Communications**; by providing information on work order status and estimated time needed to review and resolve any associated problems.
- **Customer Response**; by providing realistic delivery times based on the nature of the request. TLSS will answer your request for information promptly, usually within 8 business hours of receipt.
- **Approachability and Ease of Contact**; by focusing on a positive relationship with our customers, and encouraging collaboration within our division.
- **Solution Seeking**; by taking responsibility for and involving you in, the process of researching, evaluating, and implementing solutions and improvements.
- **Courtesy and Respect**; committed to serve customers by providing accurate information in a timely and helpful manner. We are dedicated to treating our customers with respect and courtesy at all times.