

Our Commitment to Excellence...

The Office of International Student Services pledges to provide exemplary customer service to the Students, Scholars, Faculty and Staff of The University of Toledo, Greater Toledo community, and visitors.

It is our commitment to exceed the basic standards of support and truly act as a stakeholder in the future of this institution; acting on behalf of all members of the international community.

As a center of excellence in customer service care we dedicate ourselves to exceeding the Mission, Core Values, and Vision of The University of Toledo.

Communicate: *Commitment to effective communication*

- Give the highest level of friendliness and appropriate tone through all forms of communication including in-person, telephone, and email.
- Answer all received communications within 24 hours for prompt care.
- Liaise for those who need assistance and direct individuals to the appropriate area of interest/concern (Admissions, Financial Aid, Rocket Solution Central, etc.) in a timely manner.
- Facilitate communication between international students, scholars, the University and greater community.
- Educate the University community on intercultural and cross-cultural service standards.

Resolve: *Commitment to solution-oriented customer service*

- Address each request or inquiry individually.
- Explore all available resources to resolve the request or inquiry.
- Provide accurate and clear responses to all inquiries.
- If an individual is unsatisfied with a given result, provide available alternative options.

Advocate: *Commitment to campus internationalization and cultural understanding*

- Advocate on behalf of all international students and scholars in an effort to address their needs and concerns.
- Ensure that all international students and scholars receive the maximum benefit from their educational experience at the University.
- Facilitate an inviting and welcoming environment for all international visitors.
- Lead the University in activities and programming dedicated to *campus internationalization*.
- Act as a representative to and for the international community both in the U.S. and abroad.
- Honor and uphold the ethical principals, policies, and practices of The University of Toledo and the NAFSA: Association of International Educators.