






# SERVICE EXCELLENCE INITIATIVES

The Office for the Student Experience in partnership with the Student Experience Steering Body and Service Excellence Action teams continue to focus on providing a student-centered approach to service. Learn of the various initiatives currently in place to improve the overall student experience.



Initiative	Purpose	Click on the link below to learn more
	<p>ROCKET RAPID RESPONSE- is designed to assist in addressing student &amp; family issues, comments, questions and concerns.</p>	<p><a href="http://WWW.UTOLEDO.EDU/FEEDBACK">WWW.UTOLEDO.EDU/FEEDBACK</a></p>
	<p>ASK ROCKY- is a one-stop-shot information center connecting students to the University.</p>	<p><a href="http://WWW.UTOLEDO.EDU/ASKROCKY">WWW.UTOLEDO.EDU/ASKROCKY</a></p>
	<p>MOMENTS OF TRUTH CAMPAIGN– was generated to improve overall professionalism, pride in our UT community, effective service recovery, and universal scripting.</p>	<p><a href="https://www.youtube.com/watch?v=ey7UmKF9qac">https://www.youtube.com/watch?v=ey7UmKF9qac</a></p>
	<p>ICARE UNIVERSITY-the mission of iCare University is to promote a “Higher Standard of Excellence” through; service excellence initiatives, celebration of employee dedication, and extensive system of training opportunities for Faculty, Staff, and Student Workers.</p>	<p><a href="http://www.utoledo.edu/icare/index.html">www.utoledo.edu/icare/index.html</a></p>
	<p>MYUT MOBILE APP-The University of Toledo wants you to stay connected, even while on the go. The app provides instant access to the campus directory, map, news, and more.</p>	<p><a href="https://mobileapps.utoledo.edu/">https://mobileapps.utoledo.edu/</a></p>