

Compact with Texans

Agency Name: The University of Texas at Dallas

Services Offered: Education

Statement of agency's goals, objectives, and customer service principles: The specific mission description, approved for U.T. Dallas by its Board of Regents states:

The mission of The University of Texas at Dallas is to provide Texas and the nation with the benefits of educational and research programs of the highest quality. These programs address the multidimensional needs of a dynamic modern society driven by the development, diffusion, understanding and management of advanced technology.

Within the context of this mission, the goals of the university are:

To provide able, ambitious students with a high-quality, cost-effective education that combines the nurturing environment of a liberal arts college with the intellectual rigor and depth of a major research university;

To discover new knowledge and create new art that enriches civilization at large and contributes significantly to economic and social progress;

To enhance the productivity of business and government with strategically designed, responsively executed programs of research, service, and education.

Within the context of this mission, the customer service principles of the university are:

Ensure that potential and enrolled students educational and social needs are measured, accounted for and responded to appropriately. Ensure that all support staff and faculty recognize that students are the primary reason services are provided and ensure that student problems and concerns are appropriately addressed.

The University will strive to provide students and members of the community with timely access to the various services it provides and minimize the wait times for all interactions that are required prior to engaging in services provided. All customers will be treated in a fashion that is both professional and expeditious. Concerns, comments and complaints will be handled with the utmost respect and appreciation for the feedback that will help the institution further serve the needs of its customers.

Provide the community with a resource that not only provides a high quality labor force, but functions as a conduit to spread principles of excellence to business, local government, and civic organizations.

Enable the conduct of research of the highest caliber by faculty in order to better society.

Process in which to file complaints, requests and comments:

All complaints, requests and comments regarding the services provided by the University of Texas at Dallas should be directed to the Office of Strategic Planning and Analysis, Customer Services Division. All complaint and requests must be filed in either electronic or written form. The Office of Strategic Planning and Analysis, Customer Services Division will direct the complaint to the office and/or official responsible for its timely resolution and will monitor progress on the resolution of the complaint. The OSPA, Customer Services Division will keep the complainant or requestor informed with regard to the progress of the

matters involved. Whenever possible, OSPA, CSD will use e-mail as the preferred means of communication. All customer contacts with OSPA will be tracked in a customer service database so that the university can measure performance regarding resolution. Many university offices have established Internet links that allow customers to e-mail requests and complaints directly to the area of resolution.

Filing a complaint or request with OSPA, CSD in no way obviates established university procedures and policies governing academic and student conduct areas. Procedures for addressing student complaints and grievances (including grading and sexual harassment) are found in the university's Handbook of Operating Procedures. Copies of all rules and regulations are available in all Dean's offices and the office of the Dean of Student Life where staff is available to assist students in interpreting the rules and regulations. Comments or complaints regarding customer service should be directed to:

Customer Services Division
The Office of Strategic Planning and Analysis
P.O. Box 830688 AD 29
Richardson, TX 75083-0688
(972) 883-6188
utdallas@utdallas.edu

Agency Customer Service Representative Contact Information

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