

## STUDENT-ORIENTED SERVICE TRAINING

### *Student-Oriented Service Training*

Student-Oriented Service Training provides staff with a specialized approach for meeting the needs of a diverse student population. Students have always been classified as “customers” indicating staff members service students in a generalized manner. Student-Oriented Service can provide staff with the tools necessary to assess the needs (and perceptions) of the student on a “case by case” basis thereby increasing student satisfaction, a key in student retention and enrollment. Students are the “lifeblood” for education institutions, which determine retention and enrollment. Making the student the #1 priority of the Service Delivery System will enable institutions to capitalize on the growth potential of the institution.

Topics:

Student Perceptions

Student Satisfaction

Learn Approach

Interdepartmental Communication

Generational Diversity

Improving student services

