

GPC wins customer service awards in four categories in USG competition *by Roger Barnes*

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Georgia Perimeter employees celebrate their customer service awards following the awards ceremony downtown. Representatives from the gold-winning GPC Contact Center and bronze-winning Dual Enrollment team attended, along with Customer Service Director Fran Mohr and GPC President Dr. Anthony Tricoli.

Year and to GPC President Dr. Anthony Tricoli for Customer Service Leadership. In addition, GPC took home the bronze Outstanding Customer Service Improvement Initiative award for its Dual Enrollment initiatives.

This year's awards were announced Sept. 28 during a Board of Regents ceremony in Atlanta. They were given in seven categories with all 35 University System of Georgia member colleges and employees eligible in each category.

Last year GPC won the Customer Service Institution of the Year gold award, plus Tricoli has won two previous Customer Service Leadership awards: gold in 2008 and silver in 2009.

Georgia Perimeter College has won four 2010 Chancellor's Customer Service awards for the excellent service it gives to students.

GPC's new Contact Center earned the Customer Service Contact Center of the Year gold award. Silver awards went to the college for Customer Service Institution of the

“You’ve probably noticed that we get a lot of repeat winners,” said University System of Georgia Chancellor Erroll Davis. “This is not a politically correct process. We’re not trying to spread these awards around. People won’t get these awards because it’s their turn. Our winners [are those who] ‘get it.’ They understand that customer service is not a job, it’s a calling.”

Davis added that the chancellor’s awards were established to complement a statewide customer service initiative established in 2006 by the Governor’s Office of Customer Service, which was designed to improve the quality of essential services in Georgia.

Gov. Sonny Perdue attended the ceremony and offered his congratulations to the winners.

“People around the state tell me what you have done,” Perdue said. “Nothing gives me more satisfaction than to be known as the customer service state. People won’t remember what you said or even what you did, but they will remember how you made them feel. You have changed how we do business in Georgia. You’ve led a cultural change to a large organization. Thank you for making customer service not just a buzz word.”



Georgia Gov. Sonny Perdue, right, congratulates GPC President Dr. Anthony Tricoli on the college’s four awards.

To improve customer service, GPC established the Contact Center in February, said Fran Mohr, center director as well as director of the college’s Customer Service department.

The 26 trained Contact Center employees are continually learning more about the college to improve their service to callers, added Mohr. “It’s impressive to hear their professional and caring support on the phone, and it’s exciting that their efforts led to a gold award in only seven months of the center’s existence,” she said. “However, the gold award is Georgia Perimeter College’s award. The center would not be successful without the tireless efforts and support of the entire college community. It is a testament to

GPC's commitment to collaboration, teamwork and continuous improvement with a focus on student success."

GPC's Dual Enrollment program offers high schools students a chance to take college courses for high school and college credit. The program's coordinators knew that an improvement in customer service would increase participation in the program, but they didn't know it could also earn them a state award.

"We knew there were more eligible students who were not taking advantage of the dual enrollment opportunities at GPC," said Jeff Meadors, one of the campus DE coordinators who was on hand to accept the DE silver award and who worked together to increase efficiency in enrollment and participation in the program.

"We redesigned the website to make it more user friendly," said Dunwoody DE coordinator Janet Orr. "We increased outreach and offered an online orientation for DE students."

All of GPC's customer service initiatives are spearheaded by Tricoli, who accepted the two silver awards recognizing his leadership and the overall progress of the college in the area of customer service.

"All of these awards represent the hard work of GPC's faculty, staff and administrators," Tricoli said. "We're honored to be recognized by the University System of Georgia for our role in this very important initiative. We'll continue to make customer service a priority and continue to work to keep GPC one of the state's leaders in this area."

In addition to the chancellor's awards, GPC's Contact Center and Tricoli are nominees for the Governor's Customer Service Awards to be awarded later this month.