



dateline: UVI

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UVI Launches Service Charters, Guarantees Service Standards

In an effort to provide the best possible service to University internal and external clients, and to hold employees accountable for superior service, the University of the Virgin Islands created service charters for many of its divisions. Those charters were rolled out at a Service Charter Launch held on Sept. 19 on the St. Thomas and St. Croix campuses.

The charters are documents that detail how each department or component intends to provide the best service. While service is a main part of the charters, they also describe the duties of each department or component and provide basic information about UVI.

“It’s a program that will ensure marked and significant improvement in the areas of service, accountability and cross functionality,” said Dr. Haldane Davies, special assistant to UVI President Dr. LaVerne E. Ragster. Dr. Davies, who is the coordinator of the University’s capacity building initiative, Leap Frog, took the lead in developing the University-wide charters.

The process for developing the service charters started



Lois Saunders, assistant director of the Cooperative Extension Service 4-H Family and Consumer Science Program, discusses the UVI service charters with a newspaper reporter at the Service Charter Launch on the St. Croix campus.

more than a year ago. Creation of the charters was lauded as historic by UVI officials.

“This is a historic moment in the life of the University,” said Dr. Ragster. “This is an institution that is continuing to work on its development and maturation.”

Government officials congratulated UVI for creating the service charters. “The University has laid the framework from which I can draw on to create a service standard for the Virgin Islands,” said VI Personnel Director Kenneth Hermon. VI Labor Department Commissioner Albert Bryan said the documents will bring about positive change.

“You can change processes, you can change procedures, but when you change culture, you have clearly accomplished something,” Bryan said.

A series of service charter workshops will be held on both campuses to help faculty and staff further understand the im-

portance of service charters and how they impact employees’ daily activities. The service charters will be available for viewing from the UVI website www.uvi.edu.

UVI Top Seven Service Promises

- To smile
- To greet everyone we meet
- To know our jobs . . . and the University
- To treat your concern as our concern
- To follow up on everything
- To treat our co-workers as we would a customer
- To always remember that communication courtesy matters

Phone-a-Thon Fun



UVI Director of Annual Giving and Alumni Affairs Linda Smith, left, and Acting Human Resources Director Yvonne Lawrence contact alumni at the Alumni Phone-a-thon held in August.

Events Calendar

Sept. 29	Voices that Count Conference	STX
Sept. 29	STT/STJ Alumni Meeting	STT
Oct. 2-3	Voices that Count Conference	STT
Oct. 4	Reichhold Family Series	STT
Oct. 7	Excel Workshop	STT
Oct. 7-8	Service Charter Workshops	STT/STX
Oct. 8	Reichhold Gala featuring Strings	STT
Oct. 11	Al Green at Reichhold	STT
Oct. 19	World Food Day Activities	STX
Oct. 28	Staff Council Meeting	STT/STX

Reichhold Center Celebrates 30 Years

Each year UVI's Reichhold Center for the Arts attempts to bring a season line-up bigger and better than the year before. This year the staff members tried even harder to outdo themselves in celebration of the center's 30th anniversary. Celebrating three decades of excellence in the arts, the Reichhold Center unveiled an exciting and diverse season of music, dance, animation and culture.

The first show of the season is Cirque Le Masque or "Carnivale" - a European-style circus performance on Oct. 4. The grand season opening will be celebrated with a 30th Anniversary Gala on Oct. 8 - the same day the Reichhold Center's doors were opened for its first season in 1978. The featured performance for the gala will be by Strings - the Haitian folk group. The season runs through May, ending with a performance by Grammy Award winner Billy Ocean.

Reichhold Center 2008-2009 Season

Cirque Le Masque - Oct. 4

Strings - Oct. 8

Al Green - Oct. 11

Cook, Dixon and Young:

The Original Three Mo' Tenors - Oct. 25

Branford Marsalis - Nov. 15

Pilobolus - Nov. 29

Les Nubians - Jan. 17

Playing Ring - Jan. 31

Mario - Feb. 7

DanceBrazil - March 14

Gregory Isaacs w/Tarrus Riley - March 28

The Musical Adventures of Flat Stanley - April 11

Billy Ocean - May 16

For details visit www.reichholdcenter.com.

On Your Mark . . . Get Set . . .



Runners take off in the Wellness Day "Round-the-Campus Relay" held in August on the St. Thomas campus. The competition pitted students against staff and faculty.

Shuttle Starts on St. Thomas Campus

After years of requests from students, a shuttle service for students, faculty and staff on UVI's St. Thomas campus began on Sept. 22. The campus shuttle bus accommodates approximately 20 passengers, with seating for 11 and standing room, with rails, for nine. The bus is also equipped with a wheelchair lift. Service is scheduled for 8 a.m. to 9 p.m., Mondays through Fridays. Shuttle runs (regular route) will originate at the Classroom Administration (CA) bus stop approximately every 20 minutes.

An extended route including outlying areas such as Campus East and Campus West will be made approximately every hour on the half hour.

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