Research and Public Service

Service Charter

September 19, 2008
Research & Public Service

Agricultural Experiment Station (AES)
Center for Marine and Environmental Studies (CMES)
Cooperative Extension Service (CES)
Eastern Caribbean Center (ECC)
Office of Sponsored Programs (OSP)
Virgin Islands Experimental Program to Stimulate Competitive Research (VI-EPSCoR)
Research Publications Unit (RPU)
Virgin Islands Small Business Development Center (VI-SBDC)
Water Resources Research Institute (WRRI)
OUR SERVICE CHARTER

The Service Charter for the Research and Public Service Component of the University of the Virgin Islands informs you about:

- WHO WE ARE
- OUR VALUES
- OUR SERVICES
- OUR CLIENTS
- OUR COMMITMENT TO YOU
- OUR SERVICE GUARANTEE
- OUR SERVICE STANDARDS
- HOW WE WILL BE ACCOUNTABLE
- HOW YOU CAN HELP US
- INFORMATION ABOUT THE UNIVERSITY
- HOW TO CONTACT US

WHO WE ARE

The Research and Public Service (RPS) component provides and facilitates responsive research and outreach programs that are designed to improve the quality of life in the US Virgin Islands and beyond. RPS functions as a cost effective and outcome-oriented "learning organization" whose outputs support the mission of the University of the Virgin Islands in the areas of research and public service.

The RPS component has an internal culture oriented towards problem solving through cooperation and collaboration. RPS incorporates and promotes the concept that quality, demand-driven service begins and ends with the client; requires a functional relationship with suppliers; and relies on well-trained, involved personnel.

In pursuing this overarching objective, RPS seeks to produce measurable improvements for stakeholders and communities across the US Virgin Islands and beyond. Realizing that “trying hard is not good enough,” the RPS endeavors to instill a Results Accountability Model in its approach to planning as evidenced in this Framework for Excellence.
The Research and Public Service (RPS) component is comprised of nine separate units:

- Agricultural Experiment Station (AES)
- Center for Marine and Environmental Studies (CMES)
- Cooperative Extension Service (CES)
- Eastern Caribbean Center (ECC)
- Small Business Development Center (SBDC)
- Water Resources Research Institute (WRRI)
- Office of Sponsored Programs (OSP)
- Virgin Islands Experimental Program to Stimulate Competitive Research (VI-EPSCoR)
- Research Publications Unit (RPU).

OUR VALUES

RPS core values are:
- Efficiency
- Excellence
- Thoroughness
- Responsiveness
- Collaboration
- Relevance
- Collegiality
- Honesty/Trustworthiness
- Ethics

We also embrace UVI's value system that embodies the principles, ideals and beliefs of its students, faculty, staff, administrators, and trustees, and forms the foundation for UVI's actions.
- Students First
- Learning and Scholarship
- Excellence
- Teamwork
- Collegiality and Shared Governance
- Inclusiveness of Ideas
- Principled Leadership
- Supporting Our Community
- Effective Use of Technology
- Equitable Reward System
OUR SERVICES
The role of RPS is central to the mission of the University. It connects the University to
the community by offering programs and activities that are germane to the needs of the
community, and projects the University as a responsible community citizen. Its many
programs are in great demand, and constant efforts are required to ensure relevance
and effectiveness.

- Research
- Publications
- Training / Professional Development
- Grant acquisitions and management
- RPS On-Line Information System
- Extension Services / Community Outreach

Our mission is to promote, conduct and provide access to relevant research, and
responsive training and services to enhance the lives of the people of the US Virgin
Islands, the wider Caribbean and beyond.

OUR CLIENTS
Our clients are essential to our success. They include:

- Local, National and Regional Governments
- Local, National and Regional Research Organizations
- Local, National Non-Government Organizations
- Local Farming, Fishing and Business Communities
- University Faculty, Staff and Students
- Youth
- The People of the US Virgin Islands

OUR COMMITMENT TO YOU
We are committed to respecting the rights of our Clients, including:

- The right to review and appeal;
- The right to lodge a complaint;
- The right to privacy and confidentiality;
- The right to see information (i.e. Freedom of Information Act);
- The right to access services, facilities and information in a manner which meets
  client needs.
OUR SERVICE GUARANTEE
To fulfill our service guarantee to you we are committed to having well trained and supportive staff and to developing and maintaining an open and accountable culture that is fair and reasonable in dealing with our clients.

We will provide you with quality service by:
- Identifying ourselves when we speak to you.
- Seeking to understand your requirements and to identifying what is important to you.
- We will listen actively and act responsively to your needs.
- Recognizing that clients have different needs and personalizing our services and advice in ways that fit those needs.
- Treating you with respect and courtesy, maintaining confidentiality where required.
- Giving you clear, accurate, timely and relevant information or help you find it.
- Being clear and helpful in our dealings with you, giving reasons for our decisions.
- Respecting the confidentiality of personal information and using it only in accordance with the law.
- Acting with care and diligence as we prepare a response, conducting ourselves honestly and with integrity in accordance with a strict Code of Conduct.
- Referring inquiries we cannot answer to an appropriate source.
- Presenting our responses to your inquiries or letters clearly and concisely, using plain English, understandable graphics, or other means relevant to your needs. Generally, we will write back within 28 days of getting your letter. If this is not possible, we will tell you why we cannot and when you can expect a response. Our correspondence will include the name and telephone number of the person dealing with your letter.
- Ensuring that our recorded telephone, facsimile and Web services are kept current with the latest information, programs, services and products.
- Ensuring that our recorded telephone and facsimile services use concise wording and compact graphics.
- Ensuring that our Web site is easy to use and well set out; and
- Ensuring that all our services meet a well-defined client need.

In delivering our services, we promise to honor the University’s “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

OUR SERVICE STANDARDS

**Communication**
When you communicate with RPS, we will:
- be courteous
- willingly assist you and be responsive to your needs
- treat you fairly and professionally
- be sensitive to diversity issues
- be accountable and adhere to sound business practices

**Service Delivery**
When we perform services for you, we will:
- explain our services and deliverables to you
- aim to exceed your expectations
- demonstrate technical and professional competence in providing the services
- respect and maintain customer confidentiality

**Service Evaluation**
After we have performed our service, we will:
- utilize customer review tools such as our *Client Value Survey* to seek feedback from our customer base on our performance
- review the feedback you provide to us and consider measures to further improve our service delivery
- continue to respect customer confidentiality beyond the term of our engagement
## OUR SERVICE STANDARDS

<table>
<thead>
<tr>
<th>Our Services</th>
<th>Measures of Effectiveness</th>
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</table>
| **Research** | ◆ Conduct the annual Virgin Islands community survey, and publish results within 12 months of survey (ECC).  
◆ Conduct high quality basic and applied research with respect to marine and environmental studies within CMES, in collaboration with colleagues from the Division of Science and Mathematics and in collaboration with colleagues from regional, national and international institutions.  
◆ Provide VI-EPSCoR incubator funding for new research on a yearly basis. |
| **Publications** | ◆ Produce and publish the Caribbean Writer annually at the end of August.  
◆ Produce and publish Caribbean Perspectives magazine by the end of January of each year. (ECC)  
◆ Produce and publish cookbooks, posters, flyers, newsletters relative to agriculture and natural resources, and 4-H/family & consumer sciences.  
◆ Publish monthly, quarterly and annual newsletters that highlight milestones/accomplishments and recent survey outcomes.  
◆ Produce and publish technical reports on research methodologies and data from long-term monitoring programs.  
◆ Produce and publish occasional texts (every 5 to 10 years) that add to the canonical store of the territory or region. (RPU) |
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| **Training and Professional Development** | ✷ Provide one-on-one counseling services to small businesses to meet yearly milestones of 700 clients. (SBDC)  
    ✷ Provide training in research methodologies, diving instruction, and boating skills to students, researchers, and members of the VI community. |
| **Grants Acquisition & Management**  | ✷ Annually, attract grant funds that will assist programs to address social, economic, environmental, political, educational and cultural issues impacting the US Virgin Islands. Submit grant proposals by due date provided by each unit.  
    ✷ Review and forward proposals to be submitted for approval within five business days of receipt by the Office of Sponsored Programs (OSP).  
    ✷ Submit grants to corresponding grants accounting office or provide feedback to requesting UVI unit within three to five business days of receipt by OSP based on signatory needs or change requirements.  
    ✷ Submit required program reports by due dates.  
    ✷ Annually, manage and administer the Title III Project. (OSP) |
<p>| <strong>RPS On-Line Information System</strong>   | ✷ Update the RPS website yearly to include new information on all units.                                                                                                                                                  |</p>
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<thead>
<tr>
<th>Extension Services and Community Outreach</th>
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<tbody>
<tr>
<td>- Provide outreach services to local schools and faith-based organizations at least once per year.</td>
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<tr>
<td>- Convene annual conferences as relates to the VI-EPSCoR and Small Businesses Development programs.</td>
</tr>
<tr>
<td>- Provide summer internships for students in related disciplines as are training in applied survey and small business development.</td>
</tr>
<tr>
<td>- On a yearly basis, sponsor special programs and activities that impact the lives of the people of the Virgin Islands.</td>
</tr>
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The tables below show processing time service standards for our interaction with our clients. We aim to process 75% of cases within these service standards. However, the service standards are indicative only. Individual cases may be decided in longer or shorter periods than the service standard, depending on a range of factors, individual circumstances and the complexity of each case.

**Telephone**

<table>
<thead>
<tr>
<th>Service Principles</th>
<th>Measures of Effectiveness</th>
</tr>
</thead>
<tbody>
<tr>
<td>Our telephones will be answered promptly.</td>
<td>We will respond to your calls within four (4) rings.</td>
</tr>
<tr>
<td></td>
<td>We will answer queued calls to our Call Centers within two (2) minutes.</td>
</tr>
<tr>
<td>We will be courteous, professional and helpful.</td>
<td>When answering the telephone, we will provide you with our name and work area.</td>
</tr>
<tr>
<td></td>
<td>When we call you, we will provide you with our name and work area and tell you the reason why we are calling.</td>
</tr>
<tr>
<td>We will be accessible by telephone during business hours.</td>
<td>All departmental business areas will have telephone service options during business hours.</td>
</tr>
<tr>
<td></td>
<td>We will respond to your telephone messages within one (1) working day.</td>
</tr>
<tr>
<td></td>
<td>Our recorded messages will be current and give appropriate contact details during absences.</td>
</tr>
</tbody>
</table>

**In person**

<table>
<thead>
<tr>
<th>Service Principles</th>
<th>Service Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will assist you promptly.</td>
<td>We will serve you within ten (10) minutes of your arrival, if you have an appointment.</td>
</tr>
<tr>
<td></td>
<td>We will serve you within 20 minutes if you do not have an appointment.</td>
</tr>
<tr>
<td></td>
<td>We will advise you, in advance, about any unexpected delays in attending to you.</td>
</tr>
<tr>
<td>We will be courteous, professional and helpful.</td>
<td>We will wear our name badges and identify ourselves.</td>
</tr>
<tr>
<td></td>
<td>We will be neatly dressed and well presented.</td>
</tr>
<tr>
<td>We will be accessible.</td>
<td>All departmental business areas will have in-person service options.</td>
</tr>
<tr>
<td></td>
<td>Our offices will be clean and comfortable, have clear signage and current, relevant information on display.</td>
</tr>
</tbody>
</table>
### Interview

<table>
<thead>
<tr>
<th>Service Principles</th>
<th>Service Standards</th>
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<tbody>
<tr>
<td>We will give reasonable notice of interviews.</td>
<td>We will advise you about interview arrangements in a timely manner. Where legislative timeframes apply, we will meet them.</td>
</tr>
<tr>
<td></td>
<td>We will inform you of any changes in arrangements before your scheduled interview.</td>
</tr>
<tr>
<td></td>
<td>We will see you within ten (10) minutes of your appointment time and advise you, in advance, of any unexpected delays.</td>
</tr>
<tr>
<td>We will conduct interviews in a fair and reasonable manner.</td>
<td>We will consider the appropriateness of any interview and whether the required information could be obtained in another way.</td>
</tr>
<tr>
<td>We will actively address your diverse needs.</td>
<td>We will conduct interviews in locations that are as private and secure as possible and reflect the nature of the interview.</td>
</tr>
</tbody>
</table>

### Written communication

<table>
<thead>
<tr>
<th>Service Principles</th>
<th>Service Standards</th>
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</thead>
<tbody>
<tr>
<td>We will respond to your correspondence promptly.</td>
<td>We will reply to all correspondence timely, using the most appropriate contact method – telephone, in person or in writing.</td>
</tr>
<tr>
<td></td>
<td>We will acknowledge E-mail requests within one (1) working day of receipt, and provide you with a likely timeframe for our full response.</td>
</tr>
<tr>
<td>We will be courteous, professional and helpful.</td>
<td>We will provide accurate, helpful and timely responses that are relevant to your needs.</td>
</tr>
<tr>
<td></td>
<td>We will identify ourselves and provide contact details in our written correspondence.</td>
</tr>
<tr>
<td></td>
<td>We will record all of your correspondence on departmental databases and filing systems.</td>
</tr>
<tr>
<td>We will be accessible in writing.</td>
<td>All departmental business areas will have mail contact options.</td>
</tr>
<tr>
<td></td>
<td>We will use out-of-office E-mail messages when away from the office, and provide you with alternative contact details.</td>
</tr>
</tbody>
</table>
### Applications and decisions

<table>
<thead>
<tr>
<th>Service Principles</th>
<th>Service Standards</th>
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<tbody>
<tr>
<td>We will acknowledge applications promptly and inform you about the assessment process.</td>
<td>We will acknowledge all applications within seven (7) working days – unless we make a decision within that time.</td>
</tr>
<tr>
<td>We will provide you with the details of any outstanding requirements, next steps and likely processing times in a timely manner.</td>
<td></td>
</tr>
<tr>
<td>We will be courteous, professional and helpful.</td>
<td>We will identify ourselves and provide you with options for contacting us</td>
</tr>
<tr>
<td>We will let you know how and when you need to provide information to us.</td>
<td></td>
</tr>
<tr>
<td>Where you have a nominated representative, we will communicate with your representative.</td>
<td></td>
</tr>
<tr>
<td>We will be open and accountable and tell you the reasons for our decisions.</td>
<td>We will provide you with clear and timely reasons for our decisions and advise you of any review rights.</td>
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</table>
Our information

<table>
<thead>
<tr>
<th>Service Principles</th>
<th>Service Standards</th>
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</thead>
<tbody>
<tr>
<td>We will provide clear, accurate, helpful and consistent information.</td>
<td>We will regularly review and update information to ensure it is current and meets your needs and expectations.</td>
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Your feedback

<table>
<thead>
<tr>
<th>Service Principles</th>
<th>Service Standards</th>
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</thead>
<tbody>
<tr>
<td>We value your compliments, complaints and suggestions.</td>
<td>We will invite feedback and provide appropriate contact details in our client information.</td>
</tr>
<tr>
<td>We will acknowledge client feedback within one (1) working day of receipt.</td>
<td>We will resolve client feedback received via the web, E-mail and telephone within ten (10) working days.</td>
</tr>
<tr>
<td>We will resolve written client feedback received via the U.S. Postal Service, facsimile or courier within 20 working days.</td>
<td>We will use your feedback to improve our services.</td>
</tr>
<tr>
<td>We will monitor and report on all feedback, and consider this in reviewing and improving our services.</td>
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HOW WE WILL BE ACCOUNTABLE

We undertake to:

- Monitor our performance against the standards set out in this Charter and publish the results in an Annual Report and other publications, which will be available upon request from our Public Relations Office. Performance information will also be provided on our web site.
- Be open to feedback on our performance, and suggestions for improvement from our clients and the public and make adjustments to our programs and services based on information received.
- Publish information showing levels of satisfaction with our programs and services, including complaints received and the resolution of those complaints.
- Provide explanations when our services do not meet acceptable standards of quality, timeliness or accuracy.
- Formally review the standards set out in this Charter once a year and make modifications where appropriate in light of your comments and in response to ongoing changes.
- Independently review our Charter at least every three years by inviting comments from clients, stakeholders and staff as part of the monitoring and review process.
HOW YOU CAN HELP US

- We welcome your views and comments as vital in helping us to monitor and improve the relevance and quality of our service to the community.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately.
- We may occasionally seek your input to random surveys of how the community perceives our services and what services are needed, including assessments of our performance.
- RPS is committed to doing the very best job we can. We welcome your feedback on our performance. If you have a suggestion, feel free to contact your respective RPS unit staff member; RPS unit director or the Vice-Provost for Research and Public Service.

To help us help you, we ask you to:

- Tell us if you have special needs so we can accommodate them.
- Let us know if you need an interpreter to use our services.
- Treat our staff with courtesy and respect.
- Attend scheduled meetings punctually.
- Respond to requests for information by the department accurately, thoroughly and in a timely manner.
- Provide us with changes in your circumstances promptly.
- Abide by any and all legal requirements and other obligations that clients are to meet in order to be eligible for services sought.

To Help us Serve You Better

- Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done about it.
- To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.
- We will try to resolve complaints satisfactorily and promptly. You can help us do this by providing clear details of relevant facts, persons and dates when you make a complaint.
- Complaints should be made to the person you have been dealing with (or that person's supervisor) or sent to our mailing address.
- Our Complaints’ Handling Policy which outlines the processes involved, including your review and appeal rights, can be obtained from the Director of Public Information at 340-693-1057.

RPS is committed to doing the very best job we can. We welcome your feedback on our performance. If you have a suggestion, feel free to contact your respective RPS unit staff member; RPS unit director or the Vice-Provost for Research and Public Service.
INFORMATION ABOUT THE COMPONENT
Additional RPS information can be found at http://www.uvi.edu/pub-relations/uvi/home.html or through the Office of the Vice-Provost for Research and Public Service.

HOW TO CONTACT US

General feedback should be sent to the office of Research and Public Service by:

E-Mail: thodge2@uvi.edu

By Mail:
Research & Public Service
University of the Virgin Islands
St. Thomas Campus
#2 John Brewer’s Bay
St. Thomas, VI 00802

Telephone: (340) 693-1062
Facsimile: (340) 693-1065