RESIDENTIAL LIFE & HOUSING LAUNCHES NEW CUSTOMER SERVICE INITIATIVE

Houston, June 12, 2012 – Give us your feedback! Residential Life & Housing kicked off a new customer service initiative this summer by providing comment boxes at several offices in order to hear directly from students, parents, visitors and campus partners.

“Within Residential Life & Housing, we are always looking at ways to improve our service offerings. One of the best ways we can do this is by listening to students directly through their candid feedback,” said Rachel Goodlad, Customer Service Supervisor for Residential Life & Housing.

The boxes will be found in each residence hall plus the Housing Services office, RLH administrative offices and Marketing suite. Most of the boxes will contain two cards. One of the cards will ask for comments regarding housing tours. The other card is a general feedback card with the option to offer suggestions, concerns, comments or a Cougar Cudos.

The general feedback card gives the submitter the option to remain anonymous or to provide contact information so that a member of the staff can follow-up with them directly. Also, feedback can be provided online at http://studentvoice.com/houston/commentcard.

“We hope that students will be honest with us about our staff and services as we continue to grow and improve our department,” Goodlad said.

For more information on Residential Life & Housing, visit www.uh.edu/housing.

About the University of Houston

The University of Houston is a comprehensive national research institution serving the globally competitive Houston and Gulf Coast Region by providing world-class faculty, experiential learning and strategic industry partnerships. UH serves more than 38,500 students in the nation’s fourth-largest city, located in the most ethnically and culturally diverse region of the country.