



Our service promise to you

RISE ABOVE THE ORDINARY

Welcome to St. Clair College! St. Clair College is the place to start your journey in pursuit of your career and lifelong learning. It is where you will learn new things, expand your mind, create lasting friendships, experience college life and, most importantly, get the skills and knowledge you need to get the job!

St. Clair provides services for 14,300 full-time students and 15,000 part time learners, who participate in over 100 advanced diplomas, diplomas, degrees and graduate certificates focused in Health, Technology, Business, Media Arts and Social Services as well as evening, weekend and e-campus classes.

The College provides access to programs and services you want and need through respectful, flexible and personalized service. We are committed to achieving the highest standards of service delivery, putting you and your needs at the centre of everything we do.

This Service Charter sets out what you can expect across the full range of services we provide at the College. We are accountable to you. We will monitor our performance against these service commitments and will publish our results annually. Should you wish to comment on the service standards set out here or should you have any suggestions about how we can improve our performance in any area, please let us know.

Our Service Commitment/Pledge:

St. Clair College embraces the very best in a college education - excellence in teaching, applied learning in our state-of-the-art labs, numerous student support services to help you succeed, and an amazing campus life experience. We value our contribution to the communities of Windsor Essex and Chatham-Kent as well as the Province of Ontario, the rest of Canada and globally. We are proud of our reputation for excellence - excellence in the programs we deliver, the quality of service we offer our students and community, and the results we achieve. While providing service to you, we are guided by the following five key principles:

1. You will find our staff to be caring, respectful, courteous, helpful and considerate at all times, guided by their professional service ethics.
2. We respect your time, and strive to be available when and where you need. We know that your time is valuable, so we work hard to serve you as quickly as possible, which includes accommodation for special needs.
3. You are at the centre of everything we do. We listen to what you tell us and provide service in collaboration and in consultation with you. Recognizing the diverse needs of our users, we always provide information in a clear and concise manner.

4. You can count on our College and our competent staff to have the most accurate, up-to-date and relevant knowledge, information and resources to help you get what you need. You can count on us to listen carefully to your needs and questions, and guide you through the process of getting the services you require, from start to finish.
5. We are accountable to you. We monitor our results and adjust our services continuously to ensure that you are getting the service you deserve. We respect your right to privacy and value the trust you place in us.

How you can help:

We make every effort to adhere to the standards outlined in this Charter. You can help us help you by:

- providing timely, complete and accurate information;
- ensuring we always have your most recent contact information;
- treating our staff and College property with courtesy and respect;
- honouring your commitments with us by adhering to policies, procedures and standards; and,
- providing us with feedback.

Service Standards:

1. We are here when you need us:
 - a) Convenient and extended hours of service [datasource: student surveys]
 - b) Relevant and reliable information is available on our website: stclaircollege.ca
2. If we don't know, we will find out. [data source: satisfaction survey]
3. Flexible, seamless service available across the channels -in person, web, or phone. [datasource: metrics on service channel usage]
4. We value your time:
 - a) All messages returned within one business day.
 - b) You will not be kept waiting longer than 10 minutes for scheduled appointments.

Comments and Concerns:

We are committed to listening and addressing your service concerns at the first point of contact. We view effective resolution as a very important part of our commitment to improving how we deliver our services to you. Let us know, we want to assist!



First Step:

Talk to your first point of contact



Second Step:

Talk to the Department's Supervisor/Manager



Third Step:

Talk to the service department's Director/
Associate Vice President

Your privacy will be respected and protected. You will always receive an acknowledgement within two business days and a response within five business days.



COMMITTED TO EXCELLENCE