

Title: Understanding Students

Synopsis:

This short video contains numerous interviews with Baylor students concerning services the school provides and how they desire to be treated as students at Baylor. Students are asked about their personal experiences at Baylor, what they consider to be good customer service, and how they would like to be treated by faculty and staff. Several offices and employees of Baylor who have provided helpful assistance and feedback to students are mentioned throughout the video. Students provide their experiences and perceptions of several Baylor offices, such as Admissions, Financial Aid, Cashier's, the Student Health Center, and Student Activities. This video is great for Baylor employees working in customer services to better understand students and their personal needs.