

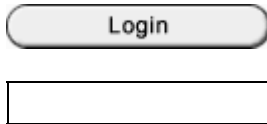
## Instructions for the Customer Service Class on Blackboard

Following is a brief step-by-step procedure for employees to follow to access the Blackboard System and complete the course:

Click on the word Blackboard located at the bottom of the Southeastern Home Page; this will bring you to the Log- In page for Blackboard

### BLACKBOARD

1. On the left hand side of the page click on the Login button



2. Enter your user name (w#) and your email password

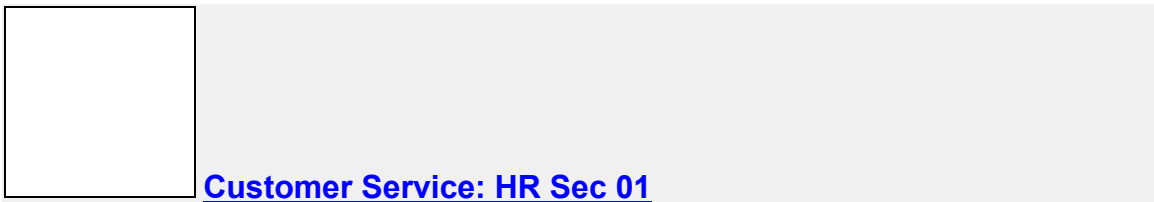
USER NAME: W1234567 (Include the W)

PASSWORD:

Then click on the button underneath which reads, "Login"

3. On the right hand side of the page, under "My Courses", you will see the words "**Courses in which you are enrolled**" in bold letters
4. Click on the course title "Customer Service: HR Sec 01"

Example:



5. On the left side of the page is a list of topics: Announcements, President's Message, Faculty Information, Customer Service Philosophy, Telephone Etiquette, Written Correspondence, Cardinal Rules, Who and What to Know, Emergency Procedures and Conclusion.

[Announcements](#)

[Presidents Message](#)

[Faculty Information](#)

[Customer Service Philosophy](#)

[Telephone Etiquette](#)

[Written Correspondence](#)

[Cardinal Rules](#)

[Who and What to Know](#)

[Emergency Procedures](#)

[Conclusion](#)

6. Click on each topic to read the content. When you have completed reading that section you may go to the next topic by returning to the list above and clicking on that title.
7. Please scroll through to the bottom of each page to ensure that you have viewed all the sub-topics. You may review the information as many times as you wish before you begin to answer the questions in the last section of the following topics: **Customer Service Philosophy, Telephone Etiquette, Written Correspondence, Who and What to Know and Emergency Procedures.**
8. You will see an underlined quiz section at the bottom of the sections listed above. To access the questions, click directly on the underlined words, for example:

**Customer Service Quiz**

The following questions are designed to give you an opportunity to test your knowledge of customer service philosophy.

9. You will see the words instructing you to begin the quiz and you will click the OK button.

## Begin Customer Service Quiz

Click Ok to begin Customer Service Quiz. Click Cancel to return.



10. Each question will be similar to the example below. Please follow the instructions and when you have answered each question to your satisfaction, **click the Save button to the right of each question**. When you have completed all the questions on the page, **please click on the Submit button** in the lower right hand corner.



## Take Assessment Customer Service Quiz

**Name:** Customer Service Quiz  
**Instructions:** Please select the correct answer from the choices offered below each question.  
**Multiple Attempts:** This Test allows multiple attempts.  
**Force Completion:** This Test can be saved and resumed later.

	Question Completion Status:	
	<u>1</u> <u>2</u> <u>3</u> .....	
Question 1		0 points <a href="#">Save</a>

1) Southeastern employees should consider which of the following as customers?

- a. Students and their families
- b. Vendors
- c. Faculty and Staff members of the University
- d. All of the above

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Save

Submit

11. When you click on the submit button, a box will appear asking you to confirm **assessment** submission. Click on OK. After you click on OK, you will receive a message, which tells you that the assessment was successfully submitted. You may then click on OK, again, to review the results of the assessment. After you have reviewed the results and feedback, you may click on OK again to bring you back to the beginning of that section. At that point you may choose to read those subtopics again or move to the next section, by clicking on the section title in the list on the left of the page.
12. **This process will be repeated for the remainder of the subtopics listed in red in number 7.** PLEASE NOTE THAT THERE ARE NO SCORES ASSOCIATED WITH THESE QUIZZES, HOWEVER, YOU MUST COMPLETE THE QUESTIONS IN ALL FIVE SECTIONS IN ORDER TO HAVE YOUR PARTICIPATION NOTED AS COMPLETE.
13. If you have any questions or need assistance please call or email Jan Ortego at [Jan.Ortego@selu.edu](mailto:Jan.Ortego@selu.edu) or phone extension 5435 or 5771.