

COMPACT WITH TEXANS

Sul Ross State University Rio Grande College

Overview

Sul Ross State University was initially created by an act of the 35th Legislature of Texas in 1917. The university is a coeducational, comprehensive public institution of higher education offering certificate programs and associate, baccalaureate and master's degrees.

Sul Ross State University Rio Grande College was begun originally as the Sul Ross State University Study Center, renamed the Uvalde Study Center in 1985, and the Uvalde Center in 1989. The Center is an upper-level component serving the Middle Rio Grande Region. With sites at Del Rio, Eagle Pass, and Uvalde, in Southwest Texas, the College works continually towards higher standards of excellence in teaching and learning. Rio Grande College offers junior, senior, and graduate coursework with programs in Business, Education, Humanities, and Natural and Behavioral Sciences.

Recognizing its service to a region that approximates 19,000 square miles in the Middle Rio Grande and Wintergarden regions of Texas, the Legislature renamed it Sul Ross State University Rio Grande College in 1995. The institution serves a population of approximately 279,937. RGC is the only upper level institution in the region with established partnerships with Southwest Texas Junior College and more than 22 school districts, as well as sister institutions in Mexico.

Sul Ross State University Rio Grande College and the southwest are closely tied. The blending of the Hispanic and Anglo heritages makes RGC perfect for anyone who seeks intellectual development with emphasis on the mutual culture that all Americans share.

Customer Service

Rio Grande College subscribes to a student-centered campus philosophy. An integral part of this philosophy includes providing educational and support services to students, educational, training and informational services to the communities served, and interested stake holders. Self-assessment is an on-going process that includes assessment of educational programs, services to students, and services between departments. Assessment is in the form of accreditation reviews, student surveys (orientation survey, returning student survey, graduating student survey), and customer service surveys. Information gathered through the various assessments allows for continuous evaluation and improvement of services. Results of the surveys can be accessed at <http://rgc.sulross.edu/pages/117.asp>

In the process of providing services to its customers, RGC departments adhere to the following principles:

- Customers will be treated with courtesy and promptness
- Customers will be provided with the best answer possible as it pertains to individual needs
- Customers will be provided proper guidance when individual answers are not possible

Complaints

Complaints can be addressed to any particular department through personal interaction, by telephone, or in writing. Customers who are employees of the University can pursue informal and formal resolution to their concerns.

For complaints submitted through personal interaction or by phone, the individual may contact the following persons at the specific departments:

- For Admissions and Records: Claudia R. Wright – Eagle Pass (830)-758-5006
- For Business Services: Delia Ramirez – Del Rio (830) 703-4801
- For Financial Aid: Yvette Ham – Uvalde (830) 279-3008
- For Public Media Relations: Robert Parvin – Del Rio (830) 703-4805
- For Small Business Development: Liz Peña – Eagle Pass (830) 758-5023
- For Student Services: Claudia R. Wright – Eagle Pass (830)-758-5006

Customers may file complaints by email concerning specific departments with which an issue or concern has arisen to the following contact:

- jsanchez@sulross.edu

Customer-related Performance Measures

RGC employs various surveys to ascertain customer satisfaction and to identify areas of strength and weaknesses. RGC analyzes the information in order to improve areas identified as concerns to customer satisfaction with programs and services. RGC maintains documentation of customer satisfaction and evaluation of services provided; this can be viewed at

<http://rgc.sulross.edu/pages/117.asp>

Summary

RGC exercises a continuous commitment to provide prompt, quality service to its students and customers in the Southwest Texas region, and to provide programs that contribute to personal as well as regional, and cultural development of the region, the state, and the nation.

The Customer Service Representative for Sul Ross State University Rio Grande College is Dr. Juan O. Sánchez. He may be contacted by phone at 830-279-3040, or by email at jsanchez@sulross.edu