



Customer Council Charter

Role

The purpose of the UW-Shared Services Customer Council is to support the delivery of high quality shared services. It is an influential advisory group that represents customers across the UW System by providing input and feedback on customer satisfaction, service offerings, and service design and delivery. Its perspective is intended to be global rather than operational or functional.

Responsibilities

The Customer Council members will consider stakeholder viewpoints across all UW comprehensive institutions and UW System Administration, as opposed to just their institutions. The Customer Council will support and give guidance to UW-Shared Services regarding the service standards, customer satisfaction, and overall performance by:

- Reviewing and providing input on proposed or expanded service options
- Providing guidance on communications plans to best meet the needs of customers
- Soliciting recommendations and input from groups of customers as needed
- Providing input on the cost structures of services
- Providing input on planned service models, including mandatory versus opt-in participation
- Providing input on the continuation, expansion, or modification of services
- Recommending subject matter experts to advise on specific UW-Shared Services needs
- Receiving regular reports from the Executive Director of Shared Services

Organization

The UW-Shared Services Customer Council is a stakeholder group comprised of three provosts and three chief business officers from the comprehensive institutions. The Customer Council will meet quarterly, but may meet more frequently if needed.

Members will be appointed by the Vice President for Administration, after solicitation of those interested. Terms will be limited to no more than three years, as determined by the Vice President. The Executive Director and his/her staff will be responsible for establishing the agendas for meetings. Agendas, together with relevant materials, will be sent to Customer Council members in advance of meetings. An informal meeting summary will be drafted for each meeting and distributed to Customer Council members prior to the next meeting.