

# EWU SERVICE CHECKLIST

This checklist is intended to be a helpful reminder of essential tasks to complete throughout the year. These tasks help ensure quality, consistency, and accuracy of the services your unit provides.

Thank you for ensuring that our Eagle community receives high quality services by completing these tasks!

Checklist Task	Recommended Frequency	Person Responsible
<input type="checkbox"/> Review web pages to ensure accuracy regarding: Program/department name Contact information Staff names/pictures All hyperlinks (are any of them broken?) Any social media posts, event highlights, etc. are not more than one year old (unless said posts are critical info)	Twice per year	
<input type="checkbox"/> Signage posted on doors and walls is current and accurate: Office hours Contact info Employee names Flyers for events or services	Once per month	
<input type="checkbox"/> Review directory information to ensure accuracy. To request changes: <a href="https://support.ewu.edu/support/catalog/items/62">https://support.ewu.edu/support/catalog/items/62</a>	Once per year	
<input type="checkbox"/> Voicemail recordings are current and reflect employees' correct titles	Once per year	
<input type="checkbox"/> Onboarding documents reflect current information and processes	Twice per year	