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PRAIRIE VIEW A&M UNIVERSITY expects to be recognized for its achievements in customer satisfaction by delivering products and/or services using the highest degree of ethical behavior including, but not limited to honesty, integrity, accuracy, courtesy and timeliness. These standards will be met through a working atmosphere that promotes employee teamwork, accountability, quality, and dedication.

We thank you for accessing our web site and sincerely hope the information we provide will be helpful.

#### HOW MAY WE BE OF SERVICE TO YOU?

The Prairie View A&M University motto is "Teaching, Service and Research." To achieve these ideals, the Prairie View vision is to provide effective customer relations and resources through optimistic, positive services. The major purposes of the University are to attract, retain, educate, and graduate students, our primary customers. Prairie View A&M University is proud and eager to make this commitment in our "Compact with Texans" to our students and all others.

Please take a minute to rate our service on a Customer Satisfaction Survey form available on this web site or in the department.

For more information on customer service or to participate in our [Customer Satisfaction Survey](#), please call or write to:

[Mr. Frank Jackson](#)

**Prairie View A&M University**  
**P. O. Box 188**  
**Prairie View, TX 77446**  
**(936) 857-4298**

Should we fail in this commitment, a Formal Written Complaint process for Prairie View A&M University was established and implemented on April 1, 2000, as provided in Sec. 1, Subtitle C, title 10, Government Code, Chapter 2113, Customer Service. Formal Complaints are directed to the Vice Presidents for the appropriate areas of complaint. The designated Customer Service Representatives and their management areas follow:

**Vice President for Academic Affairs or official designee** (936) 857-2314  
 Deans, Departments, Courses, Library, Academic Programs

**Vice President for Student and Enrollment Management or official designee** (936) 857-2693  
 Admissions, Registration, Financial Aid, Recruitment, Housing

**Vice President for Finance and Administration or official designee** (936) 857-2952  
 Vendors, Accounts Payable & Receivable

**Vice President for University Operations or official designee** (936) 857-4895  
 Facilities, Dorms, Computer Operations, Computer Labs

**Vice President for Research and Development or official designee** (936) 857-4494  
 Alumni, Grants, Research

Again, any formal complaints regarding University services may be directed to the above at:

Prairie View A&M University  
 Attn: [Mr. Frank Jackson](#)  
 P. O. Box 188  
 Prairie View, TX 77446-0118  
 Telephone: (936) 857-4298

The University policy states, "Department Directors are required to respond to each written complaint within 10 working days. If resolution is not possible within 10 working days, the written response to the complainant shall indicate when the Director expects to provide a resolution." Complaint procedures and forms will be available in the departments, on the web, and from the Customer Service Representative, Mr. Frank Jackson.

All other surveys, complaints or suggestions should be submitted to Department Directors or Program Managers to resolve through regular established methods. The written complaint rule is not intended to supplant the current processes that have been and will continue to be utilized as a means for the University's customer agencies to receive information and resolve issues. See departments for details.

Prairie View A&M University's Policies and Operating Procedures require that all information collected, assembled, or maintained by or for the University under a law or ordinance or in or in connection with the transaction of official business of the University is public information. Requested information should comply with statutes, rules and procedures of the University. It is general procedure throughout the University to respond to all customer requests, customers services and/or complaints in a reasonable and timely manner. However, all programs within the University have specific response and/or turnaround time for delivery of service or goods noted in their operating procedures which may be contingent upon peak-load work cycles, specific work procedures, or receipt of items from third parties.

The University Customer Service Program measures customer services. Our customers set our service standard by their survey or complaint responses. Each program distributes customer service cards upon delivery of goods or services. Every card has a rating scale of 1 to 40. Scores of 29 or below require a response from management. The ratings are reported quarterly and reviewed to ensure we are providing the best customer service. The complaint reports forms are available upon request and acted upon promptly with a formal response within ten working days if not sooner. These complaints are collected and reviewed for possible changes in customer service procedures if legally, physically and economically feasible.

- The primary purposes of the University are to attract, retain, educate, and graduate students, our primary customers. The main services of the university, too numerous to list in this document, revolve around producing productive people. Information about University services is available on the web, in the catalog, in the various departments, and by telephone.
- The University academic areas consist of multiple colleges/schools with divisions and/or departments.
- The Support Services Divisions of the University consists of multiple support and service departments.

Prairie View A&M University pledges to all Texans to do the very best job possible for the people of the State. We are honored to be serving the public, other state agencies and local governments of Texas.

Thank you for allowing us to serve you.

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