



Providing Exceptional Customer Service Through Improved Operations

In the fall of 2019, educators and healthcare professionals collaborated at the third annual Unitek Operations Summit.

Newark, California – December 16, 2019 – On December 6, 2019, Unitek College hosted their third Operations Summit at the DoubleTree Hilton Hotel in Newark, California. The theme of the event was “**Exceptional Customer Service Through Improved Operations.**” Participants focused on the importance of continual improvement for the student learning experience. Additionally, educators set an important example by advocating for first-rate customer service. Throughout the past 25 years, Unitek has developed, advanced, and honed their competitive edge.

“The 2019 Operations Summit created an ideal forum for team members to strengthen their knowledge and share valuable insight,” said Janis Paulson, Chief Executive Officer at Unitek College. “At the same time, it gave us a great opportunity to celebrate our accomplishments from the past year. Our employees and community partners have continued to excel and rise to the challenges of our field.”

Beginning the day at 8:00 am, summit participants attended a meet-and-greet breakfast. The welcome address kicked off at 9:00 am with Dr. Navneet Bhasin, who introduced the theme of this year’s summit: *Exceptional Customer Service Through Improved Operations*. Ms. Paulson then set the stage for various presentations and departments: Marketing, Financial Aid, Human Resources, Admissions, Compliance, Customer Service, and more. Sessions in the afternoon featured Q&A panels with executive team members as well as campus directors. The event concluded at 4:00 pm with closing remarks from the leadership team.

“This year’s summit provided an immense opportunity for us to review, revise, and re-energize our efforts, while preparing for the new challenges of the future,” said Dr. Bhasin, Chief Operations Officer at Unitek College. “At Unitek, we are transforming the way we operate to perpetually improve student satisfaction, learning outcomes, and customer service. We should all be very proud of where we are today, and excited about where we are headed.”

Unitek College has demonstrated their commitment to improve quality of education. They strive to support students, communities, and healthcare practices. Graduates of their programs are prepared to excel in many of the fastest-growing careers in healthcare and nursing. Taught by experienced professionals, Unitek programs teach the clinical technique and theory used in the field today.

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