

CREATING AN ACADEMIC IMPRESSIONS ACCOUNT

To access your customer service trainings, please follow the instructions below:

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1. Go to www.academicimpressions.com and click the Create Account/Login link at the top right.
2. If you do not already have a personal account created, please register using your institutional email address. The system will recognize you as a member if your team already has a membership.
3. After logging in, ensure you see the My Account link at the top of your screen which will verify your login was successful.

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After logging in, go to <https://www.academicimpressions.com/customer-service-for-higher-education-university-of-alberta/> to access your trainings.

Service Excellence Training Program

University of Alberta

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Each module will have its own section on the landing page. Clicking on the blue button in each section will take you to that module.

Please complete the modules in order.

MODULE 1

3 Topics | 1h 18m

Please complete Module 1 before the live application session for your cohort. The main topics covered in Module 1 are Defining Services, Culture of Service, and Identifying Service Competencies.

[Access Module 1](#)

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We recommend bookmarking the landing page. Modules will be made available as they are ready.

<https://www.academicimpressions.com/customer-service-for-higher-education-university-of-alberta/>