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### **Responsive**

- Innovative, resourceful, and timely
- Approachable and open-minded
- Solution-oriented
- Personalized and caring
- Balancing individual and institutional needs

### **Respectful**

- Friendly, courteous, and considerate
- Exhibiting care and compassion when serving others
- Valuing different ideas and perspectives
- Treating others with dignity

### **Collaborative**

- Effective at communicating within and outside of our immediate work groups
- Working together to accomplish departmental and institutional goals
- Demonstrating teamwork across boundaries
- Supporting others in what they do
- Keeping our eye on the big picture

### **Competent**

- Thorough knowledge of job and institutional mission
- Effective, efficient, and reliable performance
- Proficient in meeting student and customer needs
- Ability to align our efforts with departmental and institutional goals
- Ongoing commitment to excellence, innovation, and continuous improvement

### **Inclusive**

- Valuing diverse identities of those we serve
- Ensuring services are accessible, equitable, and inviting
- Serving with cultural awareness, humility, and sensitivity
- Eliminating barriers and biases that may produce disparate service outcomes

