



Our Service Philosophy

Together, we inspire purposeful lives through distinctive, engaged learning and exceptional service.

Our Service Standards

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*

