

## EXCELLENCE IN SERVICE AND PROGRAMMING

DEFINITION	OUTCOMES FOR SERVICE	OUTCOMES FOR PROGRAMMING
<p><b>COMMUNICATE:</b> To achieve excellence in service and programming, Student Affairs professionals must effectively communicate by :</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> providing clear, concise, knowledgeable, accurate and timely information;</li> <li><input type="checkbox"/> using multiple means of communication;</li> <li><input type="checkbox"/> identifying and anticipating needs;</li> <li><input type="checkbox"/> serving as advocates;</li> <li><input type="checkbox"/> suspending assumptions;</li> <li><input type="checkbox"/> listening to understand;</li> <li><input type="checkbox"/> understanding and respecting diverse perspectives;</li> <li><input type="checkbox"/> interacting in a professional and courteous manner;</li> <li><input type="checkbox"/> being accountable for our own actions;</li> </ul>	<p><b>Outcomes of Excellent Communication for Service</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Guidelines and priority dates are met</li> <li><input type="checkbox"/> Peak seasons are successfully managed</li> <li><input type="checkbox"/> Processes are easy to navigate</li> <li><input type="checkbox"/> Information provided is consistent and trustworthy</li> <li><input type="checkbox"/> Participants evaluate information and apply it to problem-solving research</li> <li><input type="checkbox"/> Be the last to serve</li> </ul>	<p><b>Outcomes of Excellent Communication for Programming</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Participant-focused</li> <li><input type="checkbox"/> Broad-based appeal</li> <li><input type="checkbox"/> Reflect the needs and interests of all users</li> <li><input type="checkbox"/> Targeted to specific needs of diverse population</li> <li><input type="checkbox"/> Intentional and purposeful</li> <li><input type="checkbox"/> Inclusive</li> <li><input type="checkbox"/> Participants can convey the impact programs have on their learning and development</li> </ul>
<p><b>CONNECT:</b> To achieve excellence in services and programming, Student Affairs professionals must connect by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> making every interaction positive and memorable;</li> <li><input type="checkbox"/> realizing every moment provides an opportunity to make a positive and lasting impact;</li> <li><input type="checkbox"/> engaging the community in the process;</li> <li><input type="checkbox"/> providing individualized attention;</li> <li><input type="checkbox"/> building relationships and community;</li> <li><input type="checkbox"/> recognizing the dignity and worth of the individual;</li> <li><input type="checkbox"/> showing appreciation;</li> <li><input type="checkbox"/> providing a nurturing and safe environment;</li> <li><input type="checkbox"/> recognizing and honoring commonalities and differences.</li> </ul>	<p><b>Outcomes of Excellent Connections for Service</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Retention rates increase</li> <li><input type="checkbox"/> Appreciate and value people</li> <li><input type="checkbox"/> Invest in the process and the university</li> <li><input type="checkbox"/> Positive university experience</li> <li><input type="checkbox"/> Be fully present</li> <li><input type="checkbox"/> Concerns and needs are understood and met</li> <li><input type="checkbox"/> Contacts are trusted and reliable</li> <li><input type="checkbox"/> Discussion is open, honest and fair</li> </ul>	<p><b>Outcomes of Excellent Connections for Programming</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Participation and retention rates increase</li> <li><input type="checkbox"/> Opportunities for interaction exist</li> <li><input type="checkbox"/> Sense of community and pride</li> <li><input type="checkbox"/> Appreciate and value people</li> <li><input type="checkbox"/> Invest in the process and the university</li> <li><input type="checkbox"/> Evidence of learning and engagement</li> </ul>

## EXCELLENCE IN SERVICE AND PROGRAMMING

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<p><b>COLLABORATE:</b> To achieve excellence in services and programming, Students Affairs professionals must collaborate by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> effectively utilizing resources;</li> <li><input type="checkbox"/> cooperatively working with others;</li> <li><input type="checkbox"/> building and maintaining lasting relationships and community;</li> <li><input type="checkbox"/> being open to change and diverse ideas;</li> <li><input type="checkbox"/> practicing mutual respect;</li> <li><input type="checkbox"/> creating synergy across the division and the university;</li> <li><input type="checkbox"/> balancing service with operating procedures and policies;</li> <li><input type="checkbox"/> learning to appreciate the duties and responsibilities of others.</li> </ul>	<p><b>Outcomes of Excellent Collaboration for Services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> A shared vision for success</li> <li><input type="checkbox"/> Effective use and access of university facilities and resources</li> <li><input type="checkbox"/> Clear pathways for achieving goals</li> <li><input type="checkbox"/> Networking is valued</li> <li><input type="checkbox"/> Awareness of available resources</li> <li><input type="checkbox"/> Problems are approached as opportunities</li> <li><input type="checkbox"/> Services are provided in a non-threatening and secure environment</li> <li><input type="checkbox"/> Exhibit positive attitudes that support collaborative learning and productivity</li> </ul>	<p><b>Outcomes of Excellent Collaboration for Programming</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Academically, socially and personally developed</li> <li><input type="checkbox"/> Effective use and access of university facilities and resources</li> <li><input type="checkbox"/> Participant input is valued in program design</li> <li><input type="checkbox"/> Reflection of the UTSA mission, vision and values</li> <li><input type="checkbox"/> Diverse perspectives are sought and valued</li> <li><input type="checkbox"/> Culture of networking</li> <li><input type="checkbox"/> Integrated programs</li> </ul>
<p><b>CREATE:</b> achieve excellence in services and programming, Student Affairs professionals must create unique and innovative experiences by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> recruiting individuals who are passionate about student success;</li> <li><input type="checkbox"/> taking risks;</li> <li><input type="checkbox"/> working to reduce obstacles;</li> <li><input type="checkbox"/> building stability through our daily actions;</li> <li><input type="checkbox"/> researching new trends;</li> <li><input type="checkbox"/> fostering creative, safe and welcoming opportunities;</li> <li><input type="checkbox"/> assessing and analyzing results;</li> <li><input type="checkbox"/> encouraging input across the division;</li> <li><input type="checkbox"/> challenging the status quo.</li> </ul>	<p><b>Outcomes of Excellent Service Creation</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage exploration of personal Pasesos</li> <li><input type="checkbox"/> Develop character, accountability and responsibility</li> <li><input type="checkbox"/> Positive memorable experiences</li> <li><input type="checkbox"/> Innovation is valued and supported</li> <li><input type="checkbox"/> Consistent assessment and evaluation</li> <li><input type="checkbox"/> Simplified and streamlined services</li> <li><input type="checkbox"/> Cultivation of leadership skills</li> <li><input type="checkbox"/> Continually evolving services</li> <li><input type="checkbox"/> Accept challenges as opportunities</li> </ul>	<p><b>Outcomes of Excellent Program Creation</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Constantly evolving</li> <li><input type="checkbox"/> Innovation is valued and supported</li> <li><input type="checkbox"/> Authentic learning encounters</li> <li><input type="checkbox"/> Cultivate leadership</li> <li><input type="checkbox"/> Positive memorable experiences</li> <li><input type="checkbox"/> Plan and forecast for needs assessment</li> <li><input type="checkbox"/> Multiple processes and diverse perspectives explored</li> </ul>