

## EXCELLENCE IN SERVICE AND PROGRAMMING

DEFINITION	OBJECTIVES FOR SERVICE	OBJECTIVES 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>Objectives 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>Objectives 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>Objectives 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>Objectives 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>