EXCELLENCE IN SERVICE AND PROGRAMMING

DEFINITION	OBJECTIVES FOR SERVICE	OBJECTIVES FOR PROGRAMMING
COMMUNICATE: To achieve excellence in service and programming, Student Affairs professionals must effectively communicate by : - providing clear, concise, knowledgeable, accurate and timely information; - using multiple means of communication; - identifying and anticipating needs; - serving as advocates; - suspending assumptions; - listening to understand; - understanding and respecting diverse perspectives; - interacting in a professional and courteous manner; - being accountable for our own actions;	**Objectives of Excellent Communication for Service** ☐ Guidelines and priority dates are met ☐ Peak seasons are successfully managed ☐ Processes are easy to navigate ☐ Information provided is consistent and trustworthy ☐ Participants evaluate information and apply it to problem-solving research ☐ Be the last to serve	**Objectives of Excellent Communication for Programming** ☐ Participant-focused ☐ Broad-based appeal ☐ Reflect the needs and interests of all users ☐ Targeted to specific needs of diverse population ☐ Intentional and purposeful ☐ Inclusive ☐ Participants can convey the impact programs have on their learning and development
CONNECT: To achieve excellence in services and programming, Student Affairs professionals must connect by: - making every interaction positive and memorable; - realizing every moment provides an opportunity to make a positive and lasting impact; - engaging the community in the process; - providing individualized attention; - building relationships and community; - recognizing the dignity and worth of the individual; - showing appreciation; - providing a nurturing and safe environment; - recognizing and honoring commonalities and differences.	**Objectives of Excellent Connections for Service** ☐ Retention rates increase ☐ Appreciate and value people ☐ Invest in the process and the university ☐ Positive university experience ☐ Be fully present ☐ Concerns and needs are understood and met ☐ Contacts are trusted and reliable ☐ Discussion is open, honest and fair	**Objectives of Excellent Connections for Programming** ☐ Participation and retention rates increase ☐ Opportunities for interaction exist ☐ Sense of community and pride ☐ Appreciate and value people ☐ Invest in the process and the university ☐ Evidence of learning and engagement

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COLLABORATE: To achieve excellence in services and programming, Students Affairs professionals must collaborate by: □ effectively utilizing resources; □ cooperatively working with others; □ building and maintaining lasting relationships and community; □ being open to change and diverse ideas; □ practicing mutual respect; □ creating synergy across the division and the university; □ balancing service with operating procedures and policies; □ learning to appreciate the duties and responsibilities of others.	**Objectives of Excellent Collaboration for Services** □ A shared vision for success □ Effective use and access of university facilities and resources □ Clear pathways for achieving goals □ Networking is valued □ Awareness of available resources □ Problems are approached as opportunities □ Services are provided in a non-threatening and secure environment □ Exhibit positive attitudes that support collaborative learning and productivity	**Objectives of Excellent Collaboration for Programming** □ Academically, socially and personally developed □ Effective use and access of university facilities and resources □ Participant input is valued in program design □ Reflection of the UTSA mission, vision and values □ Diverse perspectives are sought and valued □ Culture of networking □ Integrated programs
CREATE: achieve excellence in services and programming, Student Affairs professionals must create unique and innovative experiences by: □ recruiting individuals who are passionate about student success; □ taking risks; □ working to reduce obstacles; □ building stability through our daily actions; □ researching new trends; □ fostering creative, safe and welcoming opportunities; □ assessing and analyzing results; □ encouraging input across the division; □ challenging the status quo.	**Objectives of Excellent Service Creation** □ Encourage exploration of personal Paseos □ Develop character, accountability and responsibility □ Positive memorable experiences □ Innovation is valued and supported □ Consistent assessment and evaluation □ Simplified and streamlined services □ Cultivation of leadership skills □ Continually evolving services □ Accept challenges as opportunities	**Objectives of Excellent Program Creation** □ Constantly evolving □ Innovation is valued and supported □ Authentic learning encounters □ Cultivate leadership □ Positive memorable experiences □ Plan and forecast for needs assessment □ Multiple processes and diverse perspectives explored