

Guiding Principles

- i. Provide high quality customer service with flexibility to continuously improve business processes while serving the needs of our community.
- ii. Build with a focus on communication, transparency & community inclusion.
- iii. Improve training and process documentation across campus.
- iv. Build to accommodate future growth in support of the University mission and strategic focus.
- v. Strive to simplify and standardize to increase overall efficiency and accuracy, while maintaining and improving on previous levels of service.
- vi. Establish realistic performance expectations, measured via metrics and service level agreements.
- vii. Use feedback and analysis to adjust processes incorporating lessons learned, enabling all employees to complete their job duties in the best and most efficient way possible.
- viii. Invite inclusive feedback and input from all stakeholders leading to continuous adaptation and improvement.