



# *SXU Service Philosophy*

“We inspire success by  
working together to provide  
meaningful, personalized  
service in a spirit  
of excellence.”

RESPONSIVE • COLLABORATIVE  
EFFECTIVE • RESPECTFUL

## Standards

The service standards define how staff and faculty will achieve the service goal. They provide the consistent, non-negotiable standards of behavior that ensure employees are clear about what to do in any given situation. The service standards are:

- Responsive
- Collaborative
- Effective
- Respectful

Responsive:

- Be helpful and friendly
- Return communications in a timely manner
- Be present and listen actively
- Be prepared
- Connect people to correct answers or resources

Collaborative:

- Communicate openly and honestly
- Be accountable to self and others
- Engage in a cooperative spirit
- Demonstrate willingness to find quality solutions

Effective:

- Be thorough and accurate
- Demonstrate required knowledge
- Complete tasks efficiently and on time
- Take initiative for continuous improvement

Respectful:

- Be courteous and professional
- Be engaged and attentive
- Show empathy
- Be inclusive and equitable to all