

NSU GENERAL ADMINISTRATION
SUPPORT OF THE UNIVERSITY MISSION

Preamble

We realize that in order to fully support the University's mission of academic excellence, undergraduate program growth and development of an endowment, we must come together as a unified culture holding a shared vision for the future with a common quality standard. In support of enhanced levels of engagement among the NSU family we have crafted five commitment principles by which to live as we build a culture that believes in NSU. Through these commitment principles we can develop pride and respect for the University throughout the NSU community, including faculty, staff, administration, students and our alumni. No unit can achieve this on its own; but together we can – in a University-wide partnership for sustainable engagement.

Commitment Principles

Student Centered

- Students are the bridge we all have in common and we are here to serve them – directly and indirectly. Remembering that students are the reason we are here and that their tuition pays our salaries, assisting them is our #1 priority. Provide priority assistance and resolution, above all else, when interacting with students, regardless of the communication means, face-to-face, email, phone, etc.
- Increase your NSU IQ by knowing as much as you can about programs across campus as well as the competition across all educational institutions. Understand what differentiates NSU as an institution. Share and communicate this information in support of the University's mission.
- Exhibit pride in our institution, believe in your University.
- Project a positive image of the University and do not gossip or complain about other units when in any area where a student could overhear.

Inclusion

- Listen to all perspectives and build strong relationships. Trust your colleagues.
- Share ideas, proposals, suggestions, and best practices across business units and schools. Communicate for the common good.
- Collaborate and negotiate effectively – create agreements that are broadly good for the University as a whole.
- Ask for advice and information from a variety of sources, but ultimately make decisions based on your own best judgment being guided by what's best for the University and not individual center or departmental interests.

Professionalism

- Apply high standards of ethical behavior in all that we do. Our success is built on a foundation of trust.

- Take full responsibility for all aspects of your job while being mindful of your department's impact on the work of other university centers. Seek to work with all pertinent centers to add value, and ensuring that your actions do not cause them undue hardship or unnecessary difficulties.
- Support the University decisions as one's own, without pass through of responsibility, after speaking up to ensure the decision is the best one under the circumstances. Communicate a consistent message.
- Think and act like owners, constantly improving our University and being accountable for our actions and results. Manage your budget with fiscal responsibility.

Initiative

- Take charge of situations showing confidence in a positive outcome. Face challenges with solutions in mind. Always come with at least one recommendation for each problem you bring to the table.
- Encourage creative thinking, new ideas and smart risk-taking to accelerate program development and improve operations. Develop business plans following S.M.A.R.T. criteria and show a return-on-investment. S.M.A.R.T = Specific, Measurable, Actionable, Realistic/Relevant, and Time-bound.
- Do not wait. Facilitate communication by taking the initiative to seek information and clarification.
- Lead by example. Proactively serve others as you would like to be served. Model the behaviors you expect others to exhibit. Follow through on your responsibilities and keep your commitments.
- Find a way to turn setbacks and failures to your advantage. Show a willingness to tackle any job, and take a turn at the unpopular tasks.
- Be willing to venture in new directions to seize new opportunities and learn new skills.

Responsiveness

In-Person

- Always positively greet students and visitors with a smile.
- Assist students and visitors to campus when they appear to be lost by escorting them to their destination.
- Project a positive image of the University and do not gossip or complain about other units when in any area where a student or visitor could overhear

Phone

- Always state your department/center when you answer the phone, identify yourself, and offer a greeting, for example: "Good morning, this is Mark Jones of the Office of Human Resources."
- Return phone calls within 24 hours.
- When you are out of the office for an entire workday or longer voice mail greetings will be modified to alert callers of the absence; pertinent

information must include departure and return dates, alternate contact information (such as a colleague who may be covering responsibilities), or other instructions in case of an emergency. This may not be applicable if calls are forwarded to an assistant or other individual during the absence period.

- Exercise care when transferring calls. Tell callers why you need to transfer them. Verify that you have the right person before connecting a call. If you aren't certain, ask the caller to wait while you check. Avoid using the word "transfer" and instead use "connect", "put through", or "send". Give your caller the name and the direct number of the person to whom you are directing the call. That way, if there is a disconnect, your caller knows whom to ask for when they call back. If you have the ability, please make every effort to stay on the line and make an introduction.

Email

- Answer email within two (2) business days from the time it arrives in your in-box. Automatic Out-Of-Office responses constitute an acceptable preliminary answer, provided it contains the pertinent information listed below.
- During extended absences or vacations, the Out-Of-Office email function in Outlook must be used to alert senders that the recipient is away from the office; pertinent information must include departure and return dates, alternate contact information (such as a colleague who may be covering responsibilities), or other instructions in case of an emergency.
- Carefully consider if email is the best method for your message. Email is best suited to simple communications, such as quick information requests, scheduling meetings and circulating minutes or updates. Determine if the communication would be better served by phone or face-to-face.
- Compose emails in a simple, straight and short manner. The contents must be concise, crisp and clear. Length should not require scrolling. Use a signature with your complete contact information and use a plain professional background. Before sending, check for grammar, syntax, sentence format, punctuation. Read the email with care before hitting the 'send' button.