

## EXCELLENCE IN SERVICE AND PROGRAMMING

| DEFINITION   | OBJECTIVES FOR SERVICE  | OBJECTIVES FOR PROGRAMMING  |
|--|---|---|
| <p><b>COLLABORATE:</b> To achieve excellence in services and programming, Students Affairs professionals must collaborate by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> effectively utilizing resources;</li> <li><input type="checkbox"/> cooperatively working with others;</li> <li><input type="checkbox"/> building and maintaining lasting relationships and community;</li> <li><input type="checkbox"/> being open to change and diverse ideas;</li> <li><input type="checkbox"/> practicing mutual respect;</li> <li><input type="checkbox"/> creating synergy across the division and the university;</li> <li><input type="checkbox"/> balancing service with operating procedures and policies;</li> <li><input type="checkbox"/> learning to appreciate the duties and responsibilities of others.</li> </ul>         | <p><b>Objectives of Excellent Collaboration for Services</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> A shared vision for success</li> <li><input type="checkbox"/> Effective use and access of university facilities and resources</li> <li><input type="checkbox"/> Clear pathways for achieving goals</li> <li><input type="checkbox"/> Networking is valued</li> <li><input type="checkbox"/> Awareness of available resources</li> <li><input type="checkbox"/> Problems are approached as opportunities</li> <li><input type="checkbox"/> Services are provided in a non-threatening and secure environment</li> <li><input type="checkbox"/> Exhibit positive attitudes that support collaborative learning and productivity</li> </ul> | <p><b>Objectives of Excellent Collaboration for Programming</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Academically, socially and personally developed</li> <li><input type="checkbox"/> Effective use and access of university facilities and resources</li> <li><input type="checkbox"/> Participant input is valued in program design</li> <li><input type="checkbox"/> Reflection of the UTSA mission, vision and values</li> <li><input type="checkbox"/> Diverse perspectives are sought and valued</li> <li><input type="checkbox"/> Culture of networking</li> <li><input type="checkbox"/> Integrated programs</li> </ul> |
| <p><b>CREATE:</b> achieve excellence in services and programming, Student Affairs professionals must create unique and innovative experiences by:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> recruiting individuals who are passionate about student success;</li> <li><input type="checkbox"/> taking risks;</li> <li><input type="checkbox"/> working to reduce obstacles;</li> <li><input type="checkbox"/> building stability through our daily actions;</li> <li><input type="checkbox"/> researching new trends;</li> <li><input type="checkbox"/> fostering creative, safe and welcoming opportunities;</li> <li><input type="checkbox"/> assessing and analyzing results;</li> <li><input type="checkbox"/> encouraging input across the division;</li> <li><input type="checkbox"/> challenging the status quo.</li> </ul> | <p><b>Objectives of Excellent Service Creation</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Encourage exploration of personal Pasesos</li> <li><input type="checkbox"/> Develop character, accountability and responsibility</li> <li><input type="checkbox"/> Positive memorable experiences</li> <li><input type="checkbox"/> Innovation is valued and supported</li> <li><input type="checkbox"/> Consistent assessment and evaluation</li> <li><input type="checkbox"/> Simplified and streamlined services</li> <li><input type="checkbox"/> Cultivation of leadership skills</li> <li><input type="checkbox"/> Continually evolving services</li> <li><input type="checkbox"/> Accept challenges as opportunities</li> </ul>             | <p><b>Objectives of Excellent Program Creation</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Constantly evolving</li> <li><input type="checkbox"/> Innovation is valued and supported</li> <li><input type="checkbox"/> Authentic learning encounters</li> <li><input type="checkbox"/> Cultivate leadership</li> <li><input type="checkbox"/> Positive memorable experiences</li> <li><input type="checkbox"/> Plan and forecast for needs assessment</li> <li><input type="checkbox"/> Multiple processes and diverse perspectives explored</li> </ul>  |