STANDARDS OF SERVICE EXCELLENCE

Our Nunez Standards of Service Excellence define the way we commit to working with our students, each other, and our community. We hold ourselves and each other accountable to these standards to provide the very best to those we serve.

COMPASSION

Display empathy and care in interactions with others.
Demonstrate clarity, listening, and attentiveness in all interactions.

- Listen carefully and ask thoughtful questions to better understand others' needs and expectations.
- Give full attention to the matter at hand by actively listening before responding.
- Communicate clearly and professionally always checking for understanding.
- Provide clear direction and follow-through to ensure people are heard and needs are addressed.
- Engage with others constructively to reach shared outcomes.
- Apologize when mistakes are made and work to not repeat them.

COMMITMENT

Act efficiently and effectively to meet needs in a timely manner.
Ensure information and services are easy to access, comprehensive, and adaptable to different individual needs.

- Serve others by being available when needed and at designated times.
- Ensure students and constituents know who to contact and what to expect.
- Acknowledge inquiries within 24 to 48 hours with a willingness to help.
- Engage with others in a patient and kind way to deliver a 10-out-of-10 level of service.
- Take an individualized approach and consider offering differing needs of individuals to serve them well.
- Navigate challenges that surface to work toward positive outcomes.

CULTURE OF CONTINUOUS IMPROVEMENT

Consistently seek ways to grow and enhance service to others.
Collaborate and communicate in evidence-supported discussions to identify possible solutions. Apply creativity and curiosity to improve services and processes.

- Reflect on current practices and explore new practices to continuously improve.
- Proactively seek feedback on areas working well and areas that need improvement.
- Analyze the feedback before deciding what actions to take.
- Use feedback to apply improvement actions to serve others well.
- Share lessons learned to consistently scale best practices across the college.
- Experiment with new and different ways to do things to meet student and community needs.