PURPOSE AND COMMITMENT:
Our commitment is to create a quality service environment that encourages excellence, mutual respect, open communication, informed decision making, innovative problem solving and accountability. We are dedicated staff and faculty solid in our individual knowledge and stronger in our interdependence with the entire NSU team. At every point of contact, we strive to exceed expectations through our performance. Our service excellence values guide our work.

• Statements:
  o We will arrive to NSU each day with a plan for the day.
  o We will have a positive attitude each day.
  o We “choose” to make an impact for those around us.
  o We will get the credit for what we do daily.
  o We will be professional each day.

COMMUNICATION AND RESPONSIVENESS
We practice exceptional internal and external communication. We work together and share knowledge and resources in a cooperative collaborative effort. We are responsive to students, faculty, staff and other stakeholders in a timely, polite, courteous, accurate and professional manner.

• Statements:
  o We will seek to answer each phone call and email we receive.
  o We will return all phone messages and emails within 24 hours.
  o We will communicate necessary facts on our “out of office” replies.
  o We will transfer every phone call by following the proper connection protocol.
  o We will follow up personally with any message we forward to another person within the organization.
  o We will greet our appointments and guest in a timely manner.
  o We will update our Gmail Chat status to reflect our availability.
  o We will maintain open communication lines with all constituents.

PROBLEM SOLVING AND EMPOWERMENT
We are committed to an environment that proactively works to predict and actively seeks to solve problems. We celebrate our successes and continually embrace and learn from our challenges. We encourage initiative, creativity, innovation and dynamic behavior in all we do.

• Statements:
  o We will take an integrated (proactive) approach in our practices.
  o We will take a positive position to the learning process and embrace our errors.
  o We will plan our actions, consider external factors and utilize a conflict resolution model to solve unexpected issues.
  o We will praise all good deeds and predicted behaviors.
  o We will be innovative and dynamic in our critical thinking.
  o We will support each other and embrace a learning model.
  o We will understand that teaching others how to navigate new experiences is a worthwhile investment.
  o We will invest ourselves in researching our professions and our areas of expertise and share our knowledge.
SERVICE EXCELLENCE VALUES
NSUBA-Enrollment Management Center

ACCOUNTABILITY

We hold people accountable at all levels of the organization. We have positive attitudes. We respect and value individual and cultural differences, consider the needs of others and provide an environment that is inclusive. We set the example to inspire excellence in ourselves and others.

- Statements:
  - We are accountable for our actions.
  - We are responsible for ensuring accountability of the Enrollment Management Center.
  - We are committed to “teaching” our students success outside of the classroom.
  - We set an example of excellence for others to follow.
  - We do what we say we will do and expect others to follow that expectation.
  - We will perform our duties with perfection knowing that we are the foundation for student experiences at NSU.
  - We will be punctual and respectful of our time commitments.
  - We are reflections of NSU to students and the greater community and will live our lives setting the example.

TRANSFORMATIONAL ASSESSMENT

We search for opportunities to support co-workers and work more efficiently as a team. We continually seek to improve processes, practices and systems. We acknowledge that technological processes influence our abilities to help stakeholders and we actively see to optimize these.

- Statements:
  - We will continually seek to evaluate and elevate our performance standards.
  - We will implement technology where applicable to conserve EMC resources.
  - We understand that change is difficult and often rejected, but persist in the innovation of industry.
  - We offer, and accept, collaboration to improve processes that benefit NSU and our students.
  - We decide to be better each day and to encourage others to partner with us.
PHONE TRANSFER протокол

The following is a flow chart of activities for transferring inbound phone calls:

1. Answer phone by saying, “Thank you for choosing NSU in Broken Arrow, this is ________________, how can I help you”?

2. Determine your ability to intelligently answer the caller’s question.

3. If in your knowledge base to answer, further assist in providing the correct answer and close by asking “can I help you with anything else today”?

4. If yes, assist further; if no, thank them for calling.

5. If the caller needs assistance with something outside our department’s knowledge base, ask questions so you adequately understand their needs.
   a. Let them know that you cannot answer their question, but will assist them in finding the correct answer.
   b. Determine who the proper person is that can aid them and let the caller know you are going to put them on hold and attempt to reach the person.
   c. Place caller on hold and call the office number of staff or faculty member.
      i. If they answer, identify yourself and see if they have time to take the call.
      ii. Let them know who is calling any what assistance they need.
      iii. Tell them that the next person calling will be the guest you are helping.
      iv. Pick up the original line, tell the person that you are going to transfer (identify the person and their direct line) and thank them for waiting.
      v. Transfer the call.
   d. If the staff or faculty member does not answer their phone, determine if there is anyone else who can assist.
      i. If someone else is available to assist, follow the processes as outlined on step 5.
      ii. If no one else can help, offer the name and phone number of the office and ask if they would like a voicemail box or if they want to call back on their own.