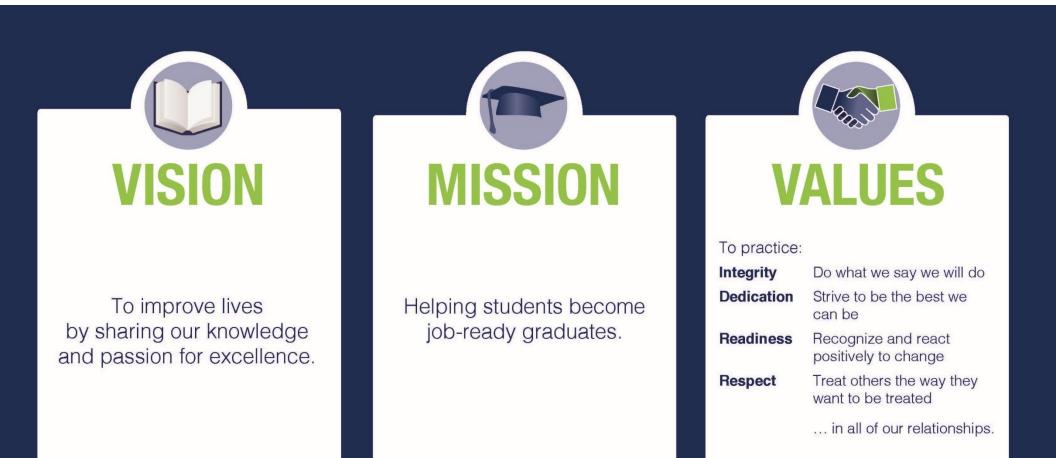# Living Our Vision, Mission and Core Values
# Campus Support Centre Employees

This document incorporates feedback received from employees of triOS College and Eastern College. Employees identified behaviours that are reflective of an employee working out of the campus support centre living our vision, mission and core values. These behaviours help form the performance culture expectations of employees working out of the campus support centre at triOS College and Eastern College.

## VISION

To improve lives by sharing our knowledge and passion for excellence.

## MISSION

Helping students become job-ready graduates.

## VALUES

To practice:

**Integrity** — Do what we say we will do

**Dedication** — Strive to be the best we can be

**Readiness** — Recognize and react positively to change

**Respect** — Treat others the way they want to be treated

… in all of our relationships.

# Performance Culture – Campus Support Centre

All roles based out of the campus support centre assist campus operations in ensuring they have the tools and information needed to adequately run the campus and provide support to the students.

Below we have identified key behaviours for all job roles based out of the campus support centre that are in line with our Vision, Mission and Core Values.

## Integrity, do what we say we will do

1. Be accessible to both staff and students. Create an environment where staff and students know you are approachable.

2. If you are going to be away from the office, ensure your team knows.

3. Arrive for meetings on-time. Do not make participant's wait. If you are going to be late communicate this to the other participants.

4. Respond quickly and effectively with staff and student on issues/requests.

5. Provide timely and effective communication and follow-up to staff and students.

6. When you finish a task/assignment let the person/people know who made the request that it is done.

7. Keep all promises, or explain the difficulty in following through to the person who made the request as soon as you are aware that you won't be able to keep the promise.

8. Admit mistakes and use mistakes as an opportunity for improvement.

## Dedication, strive to be the best we can be

9. Make staff, clients, vendors, and other visitors feel welcome and comfortable at the CSC. This involves:
   a. Creating a friendly, inviting, and supportive environment.
   b. Greeting everyone with a smile.
   c. Greeting staff, clients, vendors, and other visitors by name.
   d. Dress for success, look professional.

10. Always answer the phone professionally and with a smile.

11. Arrive a minimum of ten (10) minutes before the start of your day to ensure you are organized and ready to go when your shift is to start.

12. Demonstrate that you are passionate and proud of the work that you do.

13. Stay current and knowledgeable on the various trends and new tools related to your job function.

14. Proactively identify opportunities for system improvements to create efficiency in job processes.

15. Collaborate with other team members in the campus support centre and across campuses to improve and add value to the services you provide.

16. Lead by example.

17. Recognize when making a decision based on emotions. Take a step back and remove the emotion to ensure you are making the best decision.

18. Approach your work efficiently, being mindful of resources, including - time, money, and people.

19. Be open to sharing information with others.

20. Leave personal issues out of the office.

## Readiness, recognize and react positively to change

21. Be proactive and adaptable to changing situations.

22. Anticipate issues, both student and staff, based on data and anecdotal feedback and determine solutions to address the issue before it becomes a problem.

23. Keep staff informed of any changes to resources, tools, XCAS, etc. that directly relates to the support you provide to them.

24. Be adaptable to last-minute changes. Quickly bring yourself up to speed so that you are prepared.

## Respect, treat others the way they want to be treated

25. Treat everyone with respect.

26. Avoid having personal and sensitive conversations in open areas. Move these conversations to a private office.

27. Be empathetic, show patience and compassion, and be supportive to staff and students.

28. Maintain professionalism when dealing with staff and students that are agitated and upset. Never appear judgmental, exasperated or annoyed.

29. Maintain professionalism and respect in written correspondence.

30. Listen to others and allow them to finish their thought before responding.

31. Recognize the value of and be accepting of differing opinions or approaches to things.

32. Be open to changing how you approach working with someone that is working remotely with you vs. working with you in-person to ensure your working relationship is effective.

33. Recognize others for their successes.

34. Maintain confidentiality of the staff or student's personal information and situation.