

University-Wide Service Standards

**Department/Faculty Standards
How we will do this!**

How To Measure?

	University-Wide Service Standards	Department/Faculty Standards How we will do this!	How To Measure?
Caring	We take pride in our work and surroundings. We ensure that our physical environment is accessible, well maintained and free of hazards. We resolve issues in a timely and proactive manner.		
	We make our services accessible.		
	We take an interest in the work, studies and research of others.		
	We actively solicit feedback from our community and tailor our services to their needs.		
	We are committed to supporting academic, professional, and personal successes in an inclusive, equitable and meaningful way.		
	We participate in Service Excellence Initiatives		
Professional	We are ambassadors of Carleton University. We share our pride in being a member of the Carleton Community. Our attitudes and behaviours are guided by the values of the University.		
	We demonstrate a high level of competency in our work, and a willingness to share this knowledge. We value each other's contributions.		
	We continuously inform and educate ourselves in our work.		
	We conduct ourselves in a professional manner and protect the privacy of others, whether in conversation or correspondence.		

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Responsive	We listen actively to people before we respond and seek confirmation that we have understood them correctly.		
	We inform our community of the options available to them.		
	We appreciate the time of others.		
	We provide timely, accurate and quality information.		
	We anticipate and innovate to fulfill the needs of the campus community.		
	We take responsibility of the interactions we have, and solve problems at the first opportunity. If a referral to another area is required, we do so in a personal manner.		
Reliable and Courteous	We are approachable and welcome the opportunity to provide assistance.		
	We follow through to ensure that needs have been addressed in a satisfactory manner.		
	We ensure consistent, effective and efficient day-to-day operations of our departments.		
Personalized Treatment	We approach each interaction as a new opportunity; we respect the diversity of the community that we serve.		
	We recognize the importance of providing our services in an equitable, inclusive and customized manner.		
	We take the time to put people at ease and make them feel valued.		