

Carleton University Service Standards		Office of Quality Initiatives - 2016
Expectations	University-Wide Service Standards	OQI Standards
Caring	C1. 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.	C1.1 We maintain an organized and welcoming office environment for those we serve.
	C2. We make our services accessible.	C2.1 We maintain websites that are clear, up-to-date, reliable, and accessible to those we serve. This includes information on specific staff responsibilities. C2.2 We will outreach to faculty, staff, offices, and departments to raise awareness of our services and opportunities.
	C3. We take an interest in the work, studies and research of others.	C3.1 We participate in Carleton community events and keep up-to-date on current initiatives; including volunteering at campus wide events. C3.2 We promote and participate in OQI programs.
	C4. We actively solicit feedback from our community and tailor our services to their needs.	C4.1 We invite formal and informal feedback. We use the feedback to adapt and grow our services to those we serve. C4.2 We will share this feedback and review on a semi-annual basis.
	C5. We are committed to supporting academic, professional, and personal successes in an inclusive, equitable and meaningful way.	C5.1 We encourage professional development, and provide flexibility where possible in order to meet our professional development and personal goals. C5.2 We also include information about organizational excellence associations and resources on our websites.
	C6. We participate in Service Excellence Initiatives	C6.1 We review and update our Service Excellence standards on a annual basis. We also lead and coach other offices/departments to do the same.
Professional	P1. 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.	P1.1 We are active participants in our related professional associations. P1.2 We take every opportunity to increase awareness and understanding of our university and set the tone by sharing stories and experiences in a positive light. P1.3 We facilitate opportunities for people from across the University to connect and learn from one another.



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Prof	P2. We demonstrate a high level of competency in our work, and a willingness to share this knowledge. We value each other's contributions.	P2.1 We promote the exchange of ideas as part of our regular staff meetings. P2.2 We post information about our relevant initiatives on our websites. P2.3 We take on a coaching role, and encourage others to be resourceful and proactive.
	P3. We continuously inform and educate ourselves in our work.	P3.1 We seek out professional development opportunities on a regular basis in order to stay up-to-date on trends in organizational excellence and practices being used in higher education organizations.
	P4. We conduct ourselves in a professional manner and protect the privacy of others, whether in conversation or correspondence.	P4.1 We ensure that information is appropriately structured and protected to maintain confidentiality.
Responsive	R1. We listen actively to people before we respond and seek confirmation that we have understood them correctly.	R1.1 We seek to fully understand each request and appreciate its context.
	R2. We inform our community of the options available to them.	R2.1 We offer a variety of options to those we serve and guide our partners through use of examples and informed options.
	R3. We appreciate the time of others.	R3.1 We leave an alternate contact on our email and voicemail during times of absence. R3.2 We start all meetings and events promptly and conclude them in expected timeframe. R3.3 We organize and outline agendas for each meeting, and structure meetings in ways which maximize productivity. R3.4 We will schedule meetings at times and location that are convenient to our clients.
	R4. We provide timely, accurate and high-quality information.	R4.1 We acknowledge email and voicemail messages within one (1) business day (24 hours). R4.2 We respond to requests according to the timeline agreed to with those we serve. R4.3 We endeavour to provide information that is easy to understand, and accessible to the appropriate audience.
	R5. We anticipate and innovate to fulfill the needs of the campus community.	R5.1 We keep up with best practices and current trends in organizational excellence and quality leadership. R5.2 We strive to understand the needs of our clients and partners.



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	<p>R6. 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.</p>	<p>RC6.1 We facilitate collaborative teamwork by sharing resources and supporting crossfunctional teams.</p>
<p>Reliable and Courteous</p>	<p>RC1. We are approachable and welcome the opportunity to provide assistance.</p>	<p>RC1.1 We take every opportunity to promote our services, encourage those we serve to contact us and facilitate others to do the same.</p>
	<p>RC2. We follow through to ensure that needs have been addressed in a satisfactory manner.</p>	<p>RC2.1 We identify clear objectives for our projects, we are accountable for meeting deadlines and we follow through on our commitments. If we are unable to meet a deadline, we take the corective action necessary. RC2.2 We regularly report updates to committees, advisory groups and executives.</p>
	<p>RC3. We ensure consistent, effective and efficient day-to-day operations of our departments.</p>	<p>RC 3.1 We continue to streamline our processes in order to provide more value to those we serve. RC3.2 We share our current activities with one another; participate in shared training opportunities and adopt frameworks to implement organizational excellence practices.</p>
<p>Personalized Treatment</p>	<p>P1. We approach each interaction as a new opportunity; we respect the diversity of the community that we serve.</p>	<p>PT1.1 We customize our tools and approaches and recognize culture and past practice in order to find forward thinking solutions for those we serve. We achieve this by learning about Carleton's people, processes, services, and expertise. PT1.2 We share this knowledge with the community through networking, establishing collaborative projects, which foster these connections.</p>
	<p>P2. We recognize the importance of providing our services in an equitable, inclusive and customized manner.</p>	<p>P2.1 We evaluate every request and offer tailored solutions that involve those we serve.</p>
	<p>P3. We take the time to put people at ease and make them feel valued.</p>	<p>P3.1 We value every interaction, and provide those we serve with the opportunity to meet and to discuss their needs; we listen, ask questions, and reinforce that we are here to help.</p>