**Purpose:** This team focuses on developing and implementing standards of performance. It is recommended that the standards represent the factors that lead to improved student, operational and financial performance. Comprehensive, universal standards tied to student, stakeholder, and/or organizational performance factors provide a structure for aligning all process with organizational goals. This team identifies service recovery strategies and opportunities for improvement.

**Team Members:**
Shawn Bolender, Betsy Bowers, Cathy Brown, Ann Dziadon, Chula King, Tammy McGuckin, Dezie Peters, Rosemary Hays-Thomas, and Ellen Till

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<th>Building &amp; Maintaining a Great Culture Goal</th>
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| Develop a high performance team             | 1. Establish a standard meeting time  
2. Set Ground Rules                          | March 10, 2005 | 1. Established: Thurs 3:30 p.m.  
2. Established: Courtesy, notify chair if not able to attend, stay on task, confidentiality. No more than 3 consecutive absences w/o input (e.g. in person or electronic/email). |
|                                             | 3. Appoint a team member to record minutes and distribute to team within 24 hours.  
4. Attend a “Building A High Performance Team” presentation  
5. Establish mission and vision statement for the team. | March 10, 2005 | 3. Rotate weekly |
|                                             | 2. Establish Standards of Performance Excellence  
• Roll out the Standards throughout the Organization  
• Develop calendar for monthly Standards of Performance Celebration  
• Develop universal (system-wide) scripts that support the Standards of Performance | May 12, 2005 | 4. Bowers attended at Baptist Medical Park in January 2005  
5. Adopted UWF Mission/Vision as that for the team |
|                                             | Identify 2-4 universal scripts that can be utilized organization-wide | May 25, 2005 |

**Making Way for Excellence:** We are going to become the number one regional comprehensive university in America. Leading the nation in student satisfaction, employee satisfaction and leadership development.
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**Note:** The Measurement Team has to “identify monthly student satisfaction focus questions and send to the Standards team for ongoing focus.” We will need to learn more about this and how the Standards Team comes into play.