UWF Core Values
and
MWE Standards

August 11, 2005
Survey Conducted
Survey Results Evaluated
10 Standards Identified
Teams shared with MWE
Correlated Standards to UWF Core Values
Standards presented to MWE Coordinating/Steering Committees for approval
Background

- Online survey conducted (April 2005)
  - 232 employees
  - 191 students
- Survey results evaluated in May-June 2005
- 10 MWE Standards identified (June 2005)
- Reviewed UWF Core Values & Correlated the MWE Standards in July-August 2005
UWF Core Values

• Caring
• Integrity
• Quality
• Innovation
• Teamwork
• Stewardship
• Courage
MWE Standards

• **Ambassadorship**
  - Be an ambassador of UWF in and outside the workplace
  - Keep UWF neat and clean

• **Communication**
  - Avoid call transfers whenever possible
  - Ensure contact details are updated on letter, memo, fax and email auto signatures

• **Courtesy**
  - Respond to rudeness with kindness
  - Be prompt and punctual

• **Flexibility**
  - Look for alternative ways to solve problems
  - Provide flexible services that address varied needs

• **Helpfulness**
  - Escort visitors to locations instead of pointing directions
  - Ask others, “May I help you?”
MWE Standards

- **Knowledge**
  - Know and understand the responsibilities of your job
  - Be a source of accurate and helpful information

- **Ownership**
  - Strive to do the job RIGHT the FIRST time
  - Encourage cross-training within your department

- **Professionalism**
  - Conduct yourself with dignity, civility and courtesy
  - Respect the opinions and decisions of others even if you disagree with them

- **Responsiveness**
  - Deliver information promised
  - When you see a problem or hear a complaint, take initiative to help find a solution

- **Safety**
  - Think safety first
  - Promptly report any suspicious persons on campus to the UWF Police
Core Values

Caring
Integrity
Quality
Innovation
Teamwork
Stewardship
Courage

Standards

Ambassadorship
Communication
Courtesy
Flexibility
Helpfulness
Knowledge
Ownership
Professionalism
Responsiveness
Safety
Linkage Between Values & Standards

• Quality
  
  Dedication to uncompromising excellence

Quality, as a core value, is encompassed in EVERY Standard
Linkage Between Values & Standards

• Caring

Providing a safe and dynamic learning environment that encourages the development of individual potential

❖ Ambassadorship
❖ Courtesy
❖ Helpfulness
❖ Responsiveness
❖ Safety
Linkage Between Values & Standards

- Integrity
  *Doing the right thing for the right reasons*

- Ownership
- Professionalism
Linkage Between Values & Standards

• Innovation
  Dedication to exploring and expanding the boundaries of knowledge

  ❖ Flexibility
  ❖ Knowledge
Linkage Between Values & Standards

- Teamwork
  *Working together to achieve shared goals*

- Communication
- Courtesy
- Helpfulness
- Safety
Linkage Between Values & Standards

- Stewardship
  Managing and protecting resources
- Ambassadorship
- Ownership
Linkage Between Values & Standards

• Courage

  *Daring to be different by design*

  ❖ Flexibility
Integrity

Ownership

Professionalism
Innovation

- Flexibility
- Knowledge
Teamwork

- Courtesy
- Communication
- Helpfulness
- Safety
Next Steps

• Refine and Articulate our correlation between the Core Values & MWE Standards

• Present this to the MWE Coordinating Committee/Steering Committee (8/11/05) & UWF Cabinet for approval

• Roll Out Standards to UWF Community (e.g. Baptist Leadership Visit, Town Hall, printed media)

• Begin working with OHR on correlating these to the Performance Evaluation