

MONMOUTH UNIVERSITY

Office of the Registrar

STATEMENT of PRINCIPLES for CARING SERVICE

The values described are intended to guide the work behavior of staff members as they perform assigned tasks. Service excellence of the Office of the Registrar will be measured by how well each employee (singly and together) performs in accordance with these values.

Students are our number one priority. We believe that by placing the students' interests first, we are best serving the University's interests. We accept a dual role of student advocate and representative to other University departments, and of agent of the University to enforce established practices and procedures, and to monitor their compliance. Quality service to students is of primary importance to each staff member of this office.

10 CORE VALUES WE BELIEVE IN . . .

HONESTY

We believe that by being truthful in our dealings with others – students, co-workers, the outside community – we exhibit trustfulness, which is essential for proper relationships and interactions. It is our intention to avoid misstatement of facts, or to use expressions that deliberately confuse others. We believe in taking responsibility for our actions, errors and mistakes, as well as acknowledging them when we are wrong.

DELIVERING CORRECT INFORMATION

We recognize that we are one of the University's primary sources of information concerning itself, and, accordingly, it is our obligation to be accurate and thorough in the research and dissemination of needed information. When we cannot provide the information requested, we will make proper referrals. Moreover, we believe that we should anticipate the information needs of other offices and provide other offices with helpful and appropriate information.

THE GOLDEN RULE – “DO ONTO OTHERS...”

We believe that this time-honored adage is a proactive charge obligating us to be prompt, attentive and to immediately acknowledge our students and visitors; we will always be considerate and understanding of those we serve. We will take upon ourselves the relevant concerns and problems of others in order to seek ways to provide relief and resolution on their behalf.

DEVELOPING AND DISPLAYING POSITIVE ATTITUDES

We believe we are obligated to present our best personal characteristics as we provide service to students and others. Even when we experience difficult circumstances, we behave in a courteous and friendly manner.

BEING FAIR

We believe that the interests of the University should be carefully compared with those of individual students. We strive for equity but realize that judgments about what is fair often are subjective and based upon fallible perceptions. We seek to protect the interests of the majority and the important interests of the University, at the same time giving individuals the opportunity to due process and appeal, should exceptions or exemptions be sought.

COMPETENCY

We believe that knowing our jobs and doing them well is the first step to achieving excellence. This requires us to educate ourselves and to become proficient in current practices and techniques in our field. We are committed to lifelong learning, updating ourselves through training and technology and other related activities.

COOPERATION AND TEAMWORK

We place our working group's interests, objectives, and goals above those of any individual. Being helpful to co-workers and offering reciprocal assistance reinforces the importance of each other.

ON-GOING SELF-ASSESSMENT

We believe that we should look for ways to improve ourselves and the performance of our team by soliciting the opinions and views of those we serve or those who have an interest in our work. We attempt to improve our performance based on feedback from others.

PRIVACY AND SECURITY

We believe in the confidentiality of information and records within our purview. Moreover, we are responsible for the physical safety of records, and we strive to protect them from foreseeable dangers of natural or human causes to the extent possible and affordable.

CREATIVITY AND INNOVATION

We believe that each of us should seek new ways to improve our effectiveness and make suggestions to appropriate persons concerning implementation.