

Culture of Service Excellence

V

Vision – We will demonstrate visionary customer service by developing a culture of service excellence focused on continuous improvement that integrates our values, our people, and technology. We will create an environment driven by visionary thinking that enables our students and our employees to maximize their potential, and reach their goals. Every interaction leads to making a difference in the Rio Grande Valley, the Americas, and the world. It all starts with YOU!

A

Approachability – We provide a genuine UTRGV welcome to all. Whether external or internal, everyone is important and every interaction is critical, whether in person, over the phone, or in writing. We provide excellent customer service that includes a friendly attitude and attention to meeting our customers' needs, delivering a high quality product every time.

Q

Quality of service – We are committed to delivering consistent, accurate and comprehensive service in a professional and ethical manner. We ensure accuracy, subject matter expertise, resourcefulness and effective communication in our daily activities.

U

Unity – We understand and are committed to our Mission, Values and institutional initiatives. We demonstrate teamwork, dependability, respect and trustworthiness through our commitment to the success of our students and colleagues at all of our campus locations throughout the Rio Grande Valley.

E

Engagement – We create an environment of respect, support, accountability and recognition that fosters effective learning and employee success.

R

Responsiveness – We value feedback about our services, are proactive in our approach to problem solving, and commit ourselves to assisting our customers with the challenges they experience. We will be courteous in our prompts and gestures, will maintain a professional demeanor and are empowered to utilize the necessary resources in order to support our customers. A response of “NO” should be the last, regrettable alternative.

O

Optimization – We are committed to continuous learning and process review in order to ensure efficiency and organizational effectiveness in support of the success of our students, staff and faculty, the university's priorities, and the Rio Grande Valley.

S

Solution Oriented – We are committed to the identification of obstacles and challenges to success, and quickly focusing on the required solution to address them.