I Make It Happen

The five core values to achieving exceptional customer service.

**My Values**

1. **ACCESSIBLE**
   I will acknowledge receipt of all student calls and e-mails within **one business day** and include a proposed resolution/response timeframe for those issues that cannot be resolved immediately.

2. **RESPECTFUL**
   In all interactions with students I will demonstrate **empathy, patience, kindness**, and embrace **different cultural values**.

3. **PROFESSIONAL**
   I will proudly **wear a Pace name tag** that indicates my name and department.

4. **ACCOUNTABLE**
   I will integrate student service standards into **my performance goals** each year with specific measurable targets.

5. **PROACTIVE**
   I will personally redirect issues unrelated to my area, and **follow up** with the student within 24 hours to confirm resolution status.
The five core values to achieving exceptional customer service.

My Department’s Values

1. Accessible
   Our office will be open for a minimum of eight hours based on set, consistent, and published schedules each day the University is open, with a person available to greet students and answer the phones during these hours.

2. Respectful
   We will develop and implement process improvements to continually reduce student wait times for services.

3. Professional
   All employees in this office will complete training and receive the Pace University Student Service Certificate.

4. Accountable
   We will integrate student service standards into our annual Strategic Plan departmental goals with measurable results.

5. Proactive
   We will constantly solicit feedback regarding our services using a point of service assessment tool and use the data to celebrate successes and address challenges.