

NORTH DAKOTA STATE COLLEGE OF SCIENCE

EMPLOYEE QUALITY STANDARDS



NDS

SCS

| L | I | F | E |

values

LEARNING

We engage the campus community in a lifelong learning environment inside and outside the classroom.

INTEGRITY

We work with others and conduct ourselves in a respectful, ethical, honest and trusting manner.

FLEXIBILITY

We consider ideas from all sources and adapt to the needs of our patrons.

EXCELLENCE

We deliver superior programs and services that distinguish the College.



NDSCS has a culture of **continuous improvement**. The following **quality standards** are part of that culture and guide us in the way we interact with each other and with our customers. The **QUALITY STANDARDS** were established by employees for all employees.

VISION >> To enrich people's lives through responsive lifelong learning in a dynamic educational and technological environment.

MISSION >> The North Dakota State College of Science is a comprehensive, associate degree granting college founded on a tradition of quality and integrity. We deliver learner-focused education through a unique and evolving collegiate experience. Using innovative delivery strategies, NDSCS anticipates and responds to statewide and regional needs by providing access to occupational/technical programs, transfer programs and workforce training.

VALUES >> The North Dakota State College of Science acts in accordance with a set of shared values that complement the College's vision and mission statement. The people of NDSCS – students, employees, alumni and friends – hold learning, integrity, flexibility and excellence in the highest regard. These values are intended to foster an environment conducive to lifelong learning and to encourage behaviors that fulfill the College's mission and meet the needs of its students.

As members of the NDSCS community, we are stewards for many constituents – students, parents and citizens. They have entrusted us with their resources and their aspirations, and we respond with personal attention, professional conduct and vibrant enthusiasm for our vocation. Each of us contributes to the success of the College, its students and its alumni. Our shared values embrace our decisions and our daily actions.

WILDCAT PRIDE

GOAL

To provide an enthusiastic
and engaging community
that fosters College pride.

TO ACHIEVE THIS GOAL

- Be an ambassador of the College by displaying Wildcat pride.
- Actively participate in the College community.
- Maintain a positive, welcoming attitude.
- Nurture a community of respect.

LEADERSHIP

GOAL

North Dakota State
College of Science
employees are committed
to providing consistent,
quality leadership and
service.

TO ACHIEVE THIS GOAL

- The mission and values of the College as well as strategic goals and AQIP action projects guides the decision-making process.
- Leadership will use the decision-making method appropriate to the situation.
- Leadership will provide the training and education necessary to support the mission and values of the College.
- Suggestions for improvement are welcomed and expected.
- Leadership will ensure compliance with established Quality Standards and policies.
- All leaders will model the Quality Standards.



COMMUNICATION

GOAL

To provide College-wide communication tools which will improve the working environment, foster a team atmosphere and improve services.



TO ACHIEVE THIS GOAL

- It is the responsibility of each employee to communicate necessary information to individuals who will be impacted by the decision.
- Everyone is responsible to participate and review communications and respond or take action as necessary.
- Communication should be timely, respectful and professional; those initiating the contact should be mindful of the appropriate channel.
 - Except otherwise specifically provided by law or College policy, all records of NDSCS are pursuant to N.D.C.C. Section 44-04-18, public records, open and accessible for inspection.
- Information of general interest to the College should be shared College-wide.
- It is an expectation that employees will utilize and keep their schedules current on the online scheduling software as determined by their area of responsibility.
 - NDSCS email is the official means of communication from the College to employees and students. Employees are responsible for frequently monitoring their email for official campus communication.
- An approved College logo must appear on all official, printed documents.
- To facilitate communication through meetings the following should be used:
 - Agendas will be developed and distributed a minimum of three working days in advance.
 - Agenda adjustments are for discussion not action.
 - Concise minutes will be kept and shared with appropriate individuals.
 - Reasonable time frames should be set for each meeting and they should begin and end on time.
 - Establish ground rules under which the group will function.

PERFORMANCE

GOAL

To support continuous improvement and effectiveness of employees in their various areas of responsibility as they assist the institution to reach the vision, mission, values, strategic goals and AQIP action projects.

TO ACHIEVE THIS GOAL

- Performance concerns and commendations should be addressed timely and respectfully.
- Leadership will dedicate resources to implement and support employee performance.
- Performance appraisals will be administered as defined by policy.
- Annual or probationary performance appraisal documents and conversations should:
 - Be conducted timely and respectfully, as established by policy;
 - Include constructive feedback addressing strengths and accomplishments in addition to areas for improvement, development and growth;
 - Engage the employee and supervisor as active participants;
 - Include multiple sources of input;
 - and be based upon current and accurate job descriptions, action plans, goals and Quality Standards.

CUSTOMER EXPERIENCE

GOAL

To provide a positive customer experience to students, employees and all others who associate with the College.

TO ACHIEVE THIS GOAL

- Treat others equally and with respect.
- Learn the names of students, employees and others who you associate with and greet them by name.
- If customers must be kept waiting, acknowledge their presence and let them know that they will be helped as soon as possible.
- Give undivided attention to those we serve by listening first, finding a mutual solution or making an appropriate referral. Follow through on commitment with an agreed upon deadline.
- Take actions to resolve issues in a prompt and courteous manner.
- Collect and analyze data to know how well the needs of the customers are being met. Implement appropriate action.

PROFESSIONALISM

GOAL

To project a positive, professional image of ourselves and the College.



TO ACHIEVE THIS GOAL

- Trust, loyalty and respect are traits of an organization with a positive culture. Not all decisions that are made will be in agreement with everyone, but as a professional employee of the institution, it is expected that decisions will be respected.
- Public funds will be expended judiciously and equipment handled with care and appropriately maintained.
- Employees will conduct their behavior in a positive and professional manner, focusing on the issues, situation or behavior, not the person.
- Employees will stay current in their respective fields. Development of skills necessary to perform jobs with the highest degree of professionalism and integrity is expected.
- Each employee will adhere to their job description and working hours.
- When you see a problem, take initiative to help find a solution.
- Personal appearance and dress appropriate to the work area are important for a quality image and for safety.
- Neatness and organization is expected. Standards applicable to individual work areas will be established.
- Discretion must be used when accessing or discussing confidential information. Privacy, security and retention of records must be in compliance with state and federal laws.
- Communication devices will be used by employees with respect and when appropriate.

TEAMWORK

GOAL

To achieve optimum participation and capitalize on the talents and abilities of everyone.

TO ACHIEVE THIS GOAL

- Treat everyone with respect.
- Work to establish trusting relationships through meaningful interactions College-wide.
- Be a prepared team member, actively participate and ask for assistance when necessary.
- Address issues or concerns in a positive manner.
- Relevant data, research and input will be used to guide the decision making process.
- Establish accountability by setting deadlines and naming those responsible for completing the action on schedule.



LEARNING

GOAL

To provide innovative, high-quality instruction and education to our learners.

TO ACHIEVE THIS GOAL

- Recognize and foster learning opportunities as appropriate.
- To provide progressive instruction by utilizing professional networking opportunities, advisory boards and technology as appropriate.
- Incorporate learning strategies to meet a variety of learning needs and styles.
- To solicit and reflect on learner feedback.
- Provide feedback to our learners in a timely manner.
- Conduct appropriate assessment of learning within the NDSCS assessment structure.



LIVE WELL

GOAL

To provide a safe, clean and healthy campus culture.

TO ACHIEVE THIS GOAL

- Comply with and educate others on College, state and federal regulations governing the health and safety of the College community.
- Empower all to work safely, address safety concerns and report incidents in a timely manner.
- Complete all training as required and seek additional training as applicable.
- Promote an environment that values and supports healthy decisions.
- Recognize and communicate work load and limits to provide for a balanced work environment.
- Establish relationships and stay connected socially to strive for social well-being.

QUALITY STANDARDS IMPLEMENTATION

- All supervisors are responsible for sharing and explaining the Quality Standards to those who report to them.
- All employees are expected to be mindful of and adhere to the Quality Standards.
- Quality Standards non-conformance will be addressed by supervisors in a progressive discipline process. For more information, please contact Human Resources.





NDSCS Quality Standards, March 1995. Revised February 2004, May 2009, January 2014.

The North Dakota State College of Science is accredited by The Higher Learning Commission of the North Central Association of Colleges and Schools, 230 South LaSalle Street, Suite 7-500, Chicago, IL 60604, 800-621-7440.