



THE UNIVERSITY OF TEXAS AT DALLAS

# Office of the Vice President for Student Affairs

## About Us

### Our Mission

The role of Student Affairs is to provide innovative, first-rate services and programs to students from enrollment to graduation. Student Affairs supports the University's commitment to producing engaged graduates, prepared for life, work and leadership in a constantly changing world.

### Our Purpose and Vision

To serve a multifaceted, multicultural and diverse student population, we must:

- Proactively assess and respond to a broad range of changing student needs;
- Meet the dynamic needs of students with a fundamental commitment to academic excellence through programs and services that specifically enable students to meet their academic goals;
- Embrace the cultural pluralism of U. T. Dallas and view the diversity of the student body as an organizational strength and a mandate for the Division's programs and services and;
- Offer comprehensive programs to all students with a commitment to assist them in their transition into the university, while in the university and beyond graduation to alumni status.

### Our Focus

To continuously develop, train and retain highly capable and diverse students. To do that, we will:

- Design a wide array of programs and services to augment and support out-of-class needs that complement the student's in-class experience; and
- Continuously develop and maintain highly effective (right things) and efficient (things right) business processes that will: focus on the students, attract and serve more students; and enable members of the U. T. Dallas staff to have the information and authority to make good business decisions.

We will be every student's best choice for receiving a quality education.

### Customer Service Policy

We are committed to putting our customers first while meeting their individual needs. We embrace the practice of recognizing and respecting the needs and rights of all individuals. We will accomplish our customer service goals by:

- Developing partnerships with faculty, staff, students and the community.
- The continuous improvement of our programs and services.
- Providing our staff opportunities for customer service training.
- Providing in-service opportunities for staff to increase departmental knowledge.
- Develop assessment tools to monitor customer service.
- Providing opportunities for and assessment of customer complaints.
- Establishing monthly reporting criteria to determine appropriate signage, condition of offices, accurate written information, web pages and communication procedures.

Our promise to customers includes:

- Treating you with courtesy, respect and professionalism.
- Identifying ourselves by name.
- Listening and responding appropriately.
- Conducting ourselves with efficiency, integrity, fairness and concern.
- Providing you with relevant, accurate information.
- Actively seek your comments and concerns.

If problems do occur, we will:

- Earnestly strive to deliver immediate solution.
- Always advise the customer of other actions they can pursue.
- Ascertain if the problem was resolved.

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