

## **OWU Guiding Principles and Community Standards**

### **IMPLEMENTATION IDEAS**

Huddle up, team! Now that we've created and participated in learning sessions about our new standards, it's time to translate theory to practice.

To help us, here are ideas shared by colleagues. Not every idea will work for every office, but we hope this helps with your planning and discussion. And if you'd like to recognize a co-worker for excellence in any of the seven standards, please share the information at [staffcouncil@owu.edu](mailto:staffcouncil@owu.edu).

**Standard 1: I take pride in being a valuable member of the OWU community and represent the University appropriately at all times.**

#### **Implementation ideas:**

- 1.1 I project a positive, patient, respectful, and enthusiastic attitude in my interactions with others, especially current and prospective students and their families.
- 1.2 I am prepared and on time for meetings.
- 1.3 I participate in and/or volunteer for OWU and Delaware community events.
- 1.4 I wear OWU spirit gear on "Fire Up Fridays," at [athletics competitions](#), and at other appropriate on- and off-campus events.
- 1.5 I read the [OWU Daily](#), [Connect2 OWU news stories](#), [OWU Magazine](#), [Staff Council Newsletter](#), and other communications so that I am current and well-versed on what's happening at the University.
- 1.6 I attend campus celebration events, such as the i-Cubed lectures, You Are OWU awards, Staff Recognition Luncheon, and Commencement to recognize and support the accomplishments of others.

**Standard 2: I start from a position of "How can I help?" I am respectful, authentic, and empathetic. I provide assistance and collaborate with others to resolve issues.**

#### **Implementation ideas:**

- 2.1 I actively listen and try to ensure that I understand what the issue is and what kind of assistance is being requested.
- 2.2 If I am the right person to help, I follow up in a timely manner and do what I say I'm going to do.
- 2.3 I try to mentor people to help them help themselves with future needs.
- 2.4 If I have to say "no," I frame my answer as positively and politely as possible, and look for secondary ways to help.
- 2.5 With phone calls, I look for ways to help people rather than reasons to transfer them. If I do need to transfer a call, I provide the caller with the correct OWU contact name and phone number before making the transfer. I also wait on the line and share information about the call with the co-worker who is receiving it.
- 2.6 If someone appears lost on campus, I walk up and ask them if they need help. I then walk them to the right location if needed.

**Standard 3: I take responsibility for supporting the mission and goals of the University and my department. I make decisions within my expertise and authority, and entrust everyone to do the same.**

#### **Implementation ideas:**

- 3.1 I support the University's [2020 plan](#) and actively work to help achieve its goals.

- 3.2 I help to recruit new OWU students and to retain current students to the best of my ability.
- 3.3 I collaborate with colleagues to remove unnecessary barriers that impede the ability of students to succeed and persistence to graduation.
- 3.4 I trust my team and all of my colleagues throughout the University, and I respect the scope of other's responsibilities.
- 3.5 I participate in cross-training when asked to help ensure uninterrupted, high-quality service in my area.
- 3.6 I take time with my team to debrief and to ask, "How can we do this better?"

**Standard 4: I understand the importance of clear, transparent, and regular communication. I commit to sharing and receiving information appropriately.**

**Implementation ideas:**

- 4.1 I seek to answer questions clearly and concisely, trying to anticipate and address follow-up questions and concerns.
- 4.2 I avoid speculation, gossip, and rumor.
- 4.3 I use social media appropriately, ensuring that statements of personal opinion are clearly delineated as such.
- 4.4 I attend staff meetings, training sessions, and workshops and, when appropriate, invite colleagues from other areas to come share important information with my team to help eliminate silos.
- 4.5 I utilize the [OWU Daily](#), [OWU website](#), and [University social media](#) to share information and to keep abreast of other campus, faculty/staff, and student news.

**Standard 5: I recognize and value diversity and inclusivity within the OWU community.**

**Implementation ideas:**

- 5.1 I am respectful and accepting of people from all backgrounds.
- 5.2 I am knowledgeable of and use people's preferred pronouns.
- 5.3 I am aware of [resources available](#) for specific populations of students and help them to connect with those resources.
- 5.4 I participate in campus discussions, training sessions, and events that support diversity and inclusion.
- 5.5 I take time to welcome new employees to campus and to offer help if they have questions.
- 5.6 I have worked with my team to have our office designated as an official campus [safe zone](#).

**Standard 6: I adapt and continue to learn as OWU evolves to meet ever-changing needs.**

**Implementation ideas:**

- 6.1 I am flexible and willing to learn new tools and technologies.
- 6.2 I participate in personal and professional development opportunities. (We know budgets can be tight. But did you know you have access to thousands of free Lynda.com courses through the [Delaware County District Library](#)?)
- 6.3 I make an effort to tour new buildings and spaces on campus to be familiar with everything OWU has to offer.
- 6.4 I take time to attend events such as the Summer Science Research and Student symposiums to understand the breadth and depth of the work being completed by students through [The OWU Connection](#).

**Standard 7: I protect the privacy and security of confidential information and assets. I take appropriate action to mitigate risk to the University.**

**Implementation ideas:**

- 7.1 I have implemented [2-Step Authentication/Verification](#) to help protect online accounts.
- 7.2 I keep passwords private and am careful, for example, not to have this type of sensitive information visible or accessible on my desk.
- 7.3 I ensure sensitive paper documents are stored appropriately and shredded when discarded.
- 7.4 I follow the [safety guidelines](#) recommended by OWU Public Safety, including reporting potentially urgent concerns right away. (I also use both the [Report a Concern](#) and [Report a Problem](#) forms, and I encourage students to use them, too.)
- 7.5 I understand [FERPA](#), [Title IX](#), and [HIPAA](#) guidelines and act responsibly when accessing and sharing student, alumni, employee, and other OWU information.
- 7.6 I think about risk and risk mitigation in all that I do, and I proactively take questions and concerns to my supervisor to help protect the OWU community and the University.