

Student Success and Retention Team Expectations

Texas Tech University -- Student Success & Retention

Expectations are subject to change contingent on university or departmental changes.

All staff are required to have read, maintain a functional understanding of, and comply with all of the following policy statements located on the SSR wiki page. Failure to comply with these expectations may result in corrective action up to and including termination.

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| <input type="checkbox"/> SSR TCP, Check-in/out, and TCP Approval | <input type="checkbox"/> SSR Employee Uniforms |
| <input type="checkbox"/> SSR Security Policy | <input type="checkbox"/> STP PSC Attendance and Punctuality |
| <input type="checkbox"/> Stakeholder Support Dress Code | <input type="checkbox"/> STP Academic Performance |
| <input type="checkbox"/> Meetings and Trainings | <input type="checkbox"/> STP Ending 5 |
| <input type="checkbox"/> Service Excellence | <input type="checkbox"/> STP PSC Coaching |
| <input type="checkbox"/> Correspondence | <input type="checkbox"/> STP PSC Shift |
| <input type="checkbox"/> Cellphone and Music Policy | <input type="checkbox"/> STP PSC Time Off Request |
| <input type="checkbox"/> SSR Office Supplies and Appearance Policy | |

In addition to the above policy statements, all staff are required to comply with the following expectations as outlined below.

Workplace Culture and Conduct

- Student Success and Retention believes in a growth mindset and is committed to the personal and professional growth of everyone who works in our office. We affirm each individual's potential and strive to create an atmosphere of inclusion, respect, and positivity. Therefore, we require each staff member's personal conduct to contribute to an overall workplace culture in a way that encourages these values. Negativity in the office is not acceptable – especially when directed at a colleague or supervisor.
- Student Success and Retention expects staff to come to work fully prepared to begin their duties for the day. Each PSC should be familiar with the PSC Duty Matrix and should commit themselves to the faithful completion of their assigned tasks. In the event that a PSC finishes their assigned tasks, it is their responsibility to communicate with their coach for direction towards additional duties.
- When engaged in call campaigns, each PSC is responsible for completing either the minimum standard of 7 calls per hour, or the standard that is communicated in relation to special campaigns.

Development and Recognition

- Build a strong team. Participate in and promote growth, development, and research.
- "Take off your shoes". Interact and function within our stakeholder's perspective in mind. This may require you to withdraw your personal feelings and objections but not your knowledge.
- Have fierce conversations. Listen, speak honestly, and speak respectfully.
- Challenge opportunities. Energetically engage the opportunity to help everyone become a better leader by providing concepts and ideas for change and improvement.
- Learn and Teach. You will attempt to teach and learn every day. Ask to be taught and coached in your opportunity areas (growth potentials). Teach and coach others in areas you have become skilled at.
- Accountability. Hold yourself and others accountable. Respond to a lack of progress and/or completion.
- Acknowledge Success. Take time to recognize your team.

Personal Conversations

Texas Tech University appreciates and encourages a culture where individuals feel comfortable sharing their different opinions, viewpoints, and beliefs. Considering that non-work-related conversations are an avenue to a stronger and more personal relationship, we believe they are important to the growth of our team. However, we follow basic guidelines to guarantee we are respectful, sensitive, and polite as we go through our workday.

- Although personal conversations are a common practice in the office, remember this is a work environment and they should not dominate. Work is the priority (80/20 rule; 80% of the time is work, or about 10 minutes every hour).
- Avoid conversations that can cause concern for others. We don't want to offend other TTU members or visitors.
- If you don't already know someone, ask if it is ok to talk to them about sensitive topics. Examples: religion, family, relationships, current events etc.
- Many conversations happen when others are around. Please keep private conversations private by taking the *volume* of your voice into account. When others are on the phone your volume should almost be a whisper.
- Respect others right to not share their thoughts and opinions. Be sensitive, compassionate and respectful regardless of anyone's personal opinions.
- Respect others by not sharing *their* personal conversations with others.
- Be aware of non-verbal reactions. If someone is turning away, it may be time to end a conversation.
- Kidding or joking around is not against policy. However, it is unacceptable for these conversations to become unkind or impolite.

___ **Non-negotiables**

Have fun... however, constant distractions, laziness, and excuses are unacceptable.

In Student Success & Retention it is *always* our responsibility to create connections to the right people and the right resources for *everyone*.

I have read and understand the expectations held for me as a team member of Student Success & Retention. I understand that I am subject to corrective action if I fail to fulfil all the expectations outlined above.

Name: _____

Signature: _____

Date: _____