



Service Principles

I will keep my work area in a professional manner.

I will respond in a timely manner to issues that are within my purview.

I will work with the customers to determine the entity to which an issue is to be transferred, and will connect the customer with that entity in a personal way.

I will treat each person's concern as if it were my own.

I will research and resolve issues in line with stated policies and procedures of the university.

I will be knowledgeable of institutional policies and practices, or work to become so.

I will communicate with all persons in a professional manner, written or oral.

I will seek innovative and responsive solutions.

I will work to improve the UVI experience for all with whom I come in contact, internal and external.

I will seek ways to continuously upgrade my abilities.