

CHAPTER:	Service Excellence Values	DATE ADOPTED: January 14, 2003	NUMBER
EMPLOYEES		Revised: November 8, 2010	314
Reviewed:		September 9, 2014 December 20, 2019	
SYNOPSIS:			
1	General Policy		
2	Professionalism		
3	Integrity		
4	Excellence		
1	<p>General Policy: These values have been developed by the employees of Iowa Central Community College to exemplify our Service Excellence Values. Recognizing that each individual represents the Community College to our students, guests, and visitors, it is expected that all Iowa Central employees incorporate these values into their overall work performance.</p>		
2	<p>Professionalism:</p> <ul style="list-style-type: none"> a. Accountability: Recognize that work performance directly reflects your character. b. Communication: Practice exceptional internal and external communication. c. Personal Responsibility: Give 100%. d. Adapt: Respond to the ever-changing environment of higher education. 		
3	<p>Integrity:</p> <ul style="list-style-type: none"> a. Diversity: Recognize and value individual and cultural differences. b. Ethics: Strive to be honest, fair, and responsible. c. Respect: Inspire mutual respect. d. Consistency: Promote and represent Iowa Central at all times. 		
4	<p>Excellence:</p> <ul style="list-style-type: none"> a. Empower: Encourage initiative, creativity, and thoughtfulness in all we do. b. Quality Education: Continuously pursue improvement in courses, methods, and systems. c. Celebrate: Celebrate success and embrace and learn from challenges. d. Exceed Expectations: Strive to be the best you can be at all times. 		