



**Strategic Goal Five
Develop Sustainability & Transparency**

**Institutional Value Drivers
Civility and Kindness**

We are dedicated to establishing policies, practices and programs which create and support an institutional and campus climate of genuine collegiality, mutual respect and workplace collaboration, excellent customer service and constituent satisfaction.

Category	Metric	Description	2018	2019	2020	Projections	Responsible Unit
1. Workplace Environment	Survey of Workplace Climate	Develop and Implement and Review campus wide climate survey of employee experiences.					Human Resources
2. Workplace Complaints	Staff/Faculty Reports	Develop and Communicate process for reviewing and responding to workplace complaints.					Human Resources
3. Civility Engagement	#Participation in series of conversations and presentations on civility climate	Identify opportunities to introduce and encourage conversations that demonstrate and engage in creating a civil environment.					Human Resources
4. Communication of Community Expectations	Materials and Interactions during new employee orientation.	Develop and Implement materials that reflect community expectations of Civility and Kindness.					Human Resources
5. Risk Management	# of risk events.	Collection of risk events and the process and practices that reduce risk.					Human Resources
6. Campus Safety	# of safety incidents.	Process and practice for communicating increasing safety.					Human Resources
7. Credentialing Process	# of staff/faculty completed files and transcript.	Continue to manage employee files that include transcripts and credentialing files.					Human Resources