



STAFF EMPLOYMENT MANUAL

Title: 2.0 Introduction

Chapter: 2.03 Civility

Issuance Status and Effective Date: July 2011

The University of Hartford prides itself on the service it provides its various clients and constituencies. It carries out its mission with the concerns of these groups as its first priority.

Among the many groups that the University serves are, first and foremost, students and their parents. Students attend the University to receive an education, and this education should be brought to the students in as humane and flexible a framework as reasonable, with an absence of red tape and unnecessary rules and restrictions. While high academic standards should be striven for and maintained, and while strong moral and ethical values should be encouraged in everyone, the maintenance of such standards and values should not be confused with the imposition of rules for their own sake.

Support services for students should be delivered in a fashion that is student-centered and responsive to student needs. Students should be treated politely and sensibly. Those responsible for the delivery of services should be willing to apply rules flexibly and intelligently and to make exceptions when a good purpose and common sense are served by doing so. They should be mindful of the fact that many students are still learning how to conduct themselves in a community and may be less understanding or patient than their elders.

Programs and procedures should be regularly reviewed to ensure they remain responsive to student needs and can operate smoothly. Changes should be made when appropriate, and with proper authorization.

In most cases, at least where full-time undergraduate students are concerned, parents fund the education that students receive. They too, should be treated politely and respectfully. Their concerns should be answered courteously and promptly. They should be kept informed about rules and procedures at the University. Questions about their sons and daughters should be answered clearly where this can be done without breaching rules of confidentiality and privacy. The advice of parents on the operations of the University should be sought where appropriate.

Courtesy and politeness, like charity, begin at home. Many offices and services on the campus provide assistance to University employees. Here, too, a customer-service attitude should be encouraged. There should be no rule nor regulation that cannot be explained and no procedure developed purely and simply for the convenience of the members of the office in question. Efforts should be made to keep constituencies informed, and regulations and procedures should not be changed without approval after adequate consultation, particularly (though not exclusively) with officially-constituted committees and other governance bodies. When changes are made, they will be adequately announced and the reasons for the changes should, where appropriate, be explained.

What holds true of internal constituencies also applies to external ones. Decisions made at the University frequently have an effect on the external public. When this is so, it is important that the public be consulted and informed. Other external clients and constituencies include business and industry, alumni, friends of the University and donors. The concerns of all these groups should be kept adequately in mind.

In all of their dealings with employees, supervisors should do their best to recognize those for whom they are responsible; not in terms simply of their own ability to apply rules undeviatingly or to carry out the specific mission of the department in question, but rather in terms of responsiveness to constituencies, willingness to facilitate and a sense of the overall mission of the University.

Behind the actions of all members of the campus community there should stand an awareness of mission and an eagerness to establish good relations with all constituencies. The education and retention of students, strong employee relations and a willingness to advance the University in positive directions should be uppermost in the minds of all.

Values Statement

At the University of Hartford, we are committed to community. We are an academic community that values integrity, curiosity, creativity, excellence, responsibility and accomplishment. Enriched by our diversity and our engagement with one another, we take pride in our shared traditions and experiences. We are dedicated to building a culture that respects all of its members and celebrates their contributions as we work together to strengthen our community.