



UNIVERSITY of NORTH CAROLINA WILMINGTON

Division of Student Affairs

Core Values

- the underlying components of our work
- the most basic principles which hold true when anything in the environment changes
- unshakeable and fundamental to our existence
- these beliefs form our shared identity and purpose

STUDENT-CENTERED

PLURALISM

INTEGRITY

COLLABORATION

ENGAGEMENT

COMPACT
COMPACT
COMPACT



"As we expect students to realize and embrace the value of community, we must model community as a team." - Pat Leonard, Vice Chancellor for Student Affairs

A Compact

captures the values of an organization as a "snapshot in time" and can be updated as the organization evolves.

Similar to the compacts our students design, this compact holds our staff accountable to our agreed upon standards as a living/learning community.

Student Affairs staff should endeavor to practice the principles outlined in this compact.

This compact can be shared with faculty, staff and students to familiarize them with the values of our organization and our expectations of each other.

Student Affairs staff may choose to discuss this compact during staff meetings and staff retreats and use this compact in presentations about Student Affairs.



UNIVERSITY of NORTH CAROLINA WILMINGTON

DIVISION of STUDENT AFFAIRS

Mission Statement:

As an integral partner in the Journey of Learning, we facilitate the academic and personal success of UNCW students and engage them in opportunities, experiences, and services designed to promote lifelong learning.

What can UNCW students expect from the Student Affairs staff?

In the area of *Professionalism*, UNCW students can expect Student Affairs staff to:

- Maintain expertise in areas of specialization
- Model appropriate behavior
- Show respect, compassion and courtesy
- Model and practice integrity
- Practice fiscal responsibility
- Show empathy
- Foster a climate of trust and ensure confidentiality when appropriate

UNCW students can expect Student Affairs staff to be *Student Centered*. Examples include:

- Value diversity and respect individuals from all backgrounds
- Provide access, support and care
- Be available, visible and approachable
- Empower students to take ownership of their community
- Provide an atmosphere of trust
- Mentor, advise and advocate
- Focus on student development

- Be aware and knowledgeable about differences among students
- Act as teachers and educators
- Instill values of critical, independent thinking and problem solving
- Endeavor to learn from our students' perspectives

UNCW students can expect Student Affairs staff to provide *Exceptional Service*, and:

- Be knowledgeable about campus and community resources
- Provide a campus that is as safe and secure as possible
- Focus on quality and variety of programs, services and resources
- Provide prompt and accurate information
- Provide contemporary services and resources
- Be conscious of decisions that affect our environment
- Educate students on the environmental benefits of sustainability

Creating Experiences for Life

What can UNCW Student Affairs staff expect of each other?

In the area of *Professionalism*, Student Affairs staff can expect each other to:

- Respect one another
- Maintain content-area expertise
- Practice cultural awareness and sensitivity
- Have integrity and ethics consistent with the values of our profession and UNCW
- Practice clear, direct, timely communication and provide constructive feedback
- Know and respect boundaries
- Practice integrity, confidentiality and discretion
- Support and trust each other
- Be optimistic
- Be timely in our service to students and others
- Discuss and establish expectations within and among departments
- Be aware of different backgrounds/respect differences among our team

In the area of *Collaboration*, Student Affairs staff can expect each other to:

- Plan proactively
- Approach work with an appropriate sense of humor and optimism
- Be approachable and friendly
- Volunteer and assist the university ("answer the call")
- Support each other's programs and functions
- Have a positive attitude
- Practice teamwork
- Be resources for each other
- Appreciate one another

What can the Vice Chancellor for Student Affairs expect of the UNCW Student Affairs Staff?

In the area of *Professionalism*, the Vice Chancellor for Student Affairs can expect Student Affairs staff to:

- Keep the VC informed (no surprises)
- Problem-solve creatively
- Be innovative
- Honor deadlines
- Practice fiscal responsibility
- Be current and knowledgeable about one's area of expertise
- Communicate proactively
- Nurture and embrace diversity
- Build a quality product in our work with students and others
- Be honest, respectful and courteous
- Be accountable
- Cooperate
- Offer service to UNCW and our division
- Make planning, reflection and assessment a priority
- Embrace professional development opportunities

The Vice Chancellor can expect Student Affairs staff to be *Student Centered*. Examples include:

- Understand basic student development principles
- Challenge and support students
- Provide student advocacy
- Practice ethical interactions

The Vice Chancellor can expect Student Affairs staff to provide *Exceptional Service* to all constituents, including a "students first" approach, and:

- Be proactive
- Provide "experiences for life"
- Balance providing good service with a focus on student learning and accountability
- Teach students they are ambassadors of UNCW ("a Seahawk wherever you go")

In the area of *Collaboration*, the Vice Chancellor can expect Student Affairs staff to:

- Practice teamwork
- Align our work with the strategic goals of the division and core values of UNCW
- Become involved with the division and campus (committees and volunteerism)
- Be aware of what is going on within other departments
- Maintain a cooperative spirit
- Be advocates of the division and UNCW
- Communicate openly
- Honor the principles of the Student Affairs Compact, and discuss its values and meaning relative to our work with students

Student Affairs Vision Statement

The Division of Student Affairs will create experiences for life for our students by being a national leader among higher education institutions through our commitment to holistic student development, responsiveness to students' changing needs and ability to embrace innovative programs and practices.

What can UNCW Student Affairs staff expect of the Vice Chancellor?

In the area of **Support and Advocacy**, Student Affairs staff can expect the Vice Chancellor to:

- Provide fiscal support
- Represent our needs/programs to the university, be our voice and champion our cause
- Give honest feedback while understanding our challenges
- Encourage us and recognize our accomplishments
- Be approachable and responsive
- Foster an open environment in which differences are appreciated
- Empower our efforts
- Foster an environment in which diversity is a priority

Student Affairs staff can expect the Vice Chancellor to be **Student Centered**.

Examples include:

- Be visible and approachable
- Know our students and advocate for their needs
- Foster an open environment in which differences are nurtured

Division's Strategic Goals

- I. Provide quality programs and services that effectively meet the primary mission of each department.
- II Foster the UNCW experience - a welcoming, connected, supportive, safe and celebrative campus culture where involvement is paramount.
- III Develop students' knowledge, skills and abilities to prepare them to serve society and address the challenges of their careers.
- IV Engage students in applied learning to enhance their personal and intellectual development.
- V Advocate for the needs of a diverse student body.
- VI Commit to the development of a just campus community through education and discourse about leadership, diversity, civic engagement, sustainability and global awareness.
- VII Provide high quality and well-maintained facilities which support student success.
- VIII Make decisions that are data-supported, creative, efficient and enhanced by emerging technologies.
- IX Improve our communication efforts with all constituents.

In the area of **Leadership**, Student Affairs staff can expect the Vice Chancellor to:

- Provide timely updates about the UNC system and UNCW's direction
- Provide vision and direction
- Be an agent for continuity across our division
- Listen and provide avenues for two-way communication
- Have a sense of humor
- Demonstrate a general understanding of what each department does and is doing
- Be open to change and be open-minded
- Establish an environment of trust with the Student Affairs team
- Help set clear goals and expectations
- Assess resources and allocate appropriately
- Inspire and motivate the team, and respect our efforts
- Be supportive of changes and trends related to each department
- Explain decisions and rationale
- Be innovative and encourage innovation (help us set new trends)
- Encourage ownership of our Division Compact
- Have confidence in staff
- Be intellectually curious about our fields
- Help staff make sustainability a priority



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Six Principles that define community on college campuses (Boyer, 1990):

- A Purposeful Community
- An Open Community
- A Just Community
- A Disciplined Community
- A Caring Community
- A Celebrative Community



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Creating Experiences for Life