Service with Distinction

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Last spring the campus was introduced to Service with Distinction (SwD). Staff, faculty and students contributed to the development of a campus SwD definition, a set of standards and associated behaviors and a set of barriers that, at times makes delivering service difficult. They are as follows:

- Definition: “Service is at the core of everything we do. Every day and with every interaction people are valued and understood, reinforcing the choice to be at IUPUI.”
- The top barriers to delivering service with distinction are training; policy implementation and application; lack of resources; employee empowerment; communication, information sharing, and referrals; faculty buy-in and support; lead by example; appreciation, recognition, and performance management; and disengagement and low morale.

In August, the Chancellor’s Cabinet endorsed the SwD definition, standards and barriers. Units throughout campus to be considered for the first phase of SwD implementation were identified. Eight units have agreed to participate in phase one of SwD and are: the Campus Budget Office, the Campus Center, Campus Facilities Services Campus Center Operation, Honors College, IUPUI Food Service, the School of Physical Education and Tourism Management, the School of Dentistry clinics, and the University Library.

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