

P.R.I.D.E.

University Housing &
Dining Services

To achieve excellence, ensure P.R.I.D.E in our Service

OREGON STATE UNIVERSITY UNIVERSITY HOUSING & DINING SERVICES

Core Values

Mission Statement:

The mission of University Housing and Dining Services is to provide housing and dining environments through facilities, programs, and services that support the academic and personal success of our residential students and other OSU community members.

Strategic Goals:

Goal 1: *To Promote Student Development and Academic Success*

Goal 2: *To Foster Staff Development and Success*

Goal 3: *To Enhance Stewardship of Resources and Facilities*

Goal 4: *To Strengthen Alignment with OSU Mission and Synergy with University Partners*

Customer Service Philosophy:

Presentation: *Send a message of pride in your Presentation*

Responsiveness: *See interruptions as meaningful interactions*

Individualized Attention: *Create an opportunity for a future interaction*

Developed Systems: *Perform promised service dependably and accurately*

Execute our Mission: *Ensure we provide the #1 choice for housing and dining*

Diversity Commitment:

University Housing and Dining Services staff members foster, support, and advocate for an increasingly inclusive environment and community through understanding, enhancing, promoting, and celebrating the uniqueness of our student residents and department staff.