



Residence Services

DEPARTMENT MISSION

Working in partnership with students and other members of the Marshall community, the Department of Residence Services is committed to providing a residential experience that supports and enhances students' learning, personal growth, and academic achievement. We foster and nurture inclusive communities, create social and educational opportunities to enhance student development, and provide each student with a safe, quality, living experience that supports the educational goals of the university.

To be recognized and distinguished nationally as a leader in residential living and to shape and advance the on-campus living experience, Residence Services efforts are guided by several commitments:

- To compliment and support the core academic mission of the university.
- To provide co-curricular learning opportunities that supports the classroom experience.
- To offer students a residential environment that values and supports diversity.
- To provide a residential environment that safeguards and augments all aspects of student wellness, including academic, physical, educational, emotional, cultural, and spiritual development and health.
- To establish a residential environment in which students explore their independence and interdependence, becoming part of a community in which they develop a better understanding of the impact of others on themselves, and their own impact on others.
- To provide safe, supportive, well-maintained, and affordable residential environments which compliment students' educational and developmental experiences and promotes the development of meaningful and respectful communities within the residence halls.
- To provide a dedicated and competent staff that will continually look for new and better ways to increase the efficiency of the department and the services we provide to our students.

DEPARTMENT VISION

The Department of Residence Services will be a catalyst for student success and excellence by striving to create dynamic, supportive, and inclusive residential environments that retain, support, and challenge our students; foster and advance leadership skills, academic success, responsibility, lifelong connections, and important life skills; and where students can achieve their academic and personal goals. We strive to be a residential program that aspires to excellence as a leader in campus living and recognized for our commitment to students, student learning, safe and secure residential facilities, engaging and educating our students outside of the classroom, and creating communities of learners and responsible citizens.

DEPARTMENT CORE VALUES

Through our continuous commitment to students and support of the University mission, the Department of Residence Services' daily efforts are guided by the values of:

- **Commitment.** We value a commitment to putting students and services to students first, as well as a commitment to meeting the core educational mission of Marshall University. Challenging and supporting students in their growth, development, and success is our priority.
- **Excellence.** Residence Services will seek excellence in all our endeavors and is committed to continual learning, improvement, and innovation in all our services to students.
- **Creating Seamless Student Learning.** We value creating purposive opportunities for student participation in learning, discovery, and growth among residents and staff. We strive to provide clean and safe residential and work environments where students can live and learn and enhance the learning process and academic success through leadership, mentoring, and empowerment.
- **Appreciation for Diversity.** Appreciating and exploring diversity makes us better community members as we learn to seek out new perspectives, experiences, and cultures, while better understanding those around us.
- **Leadership** - We value leadership in the Marshall community and in our residence halls through providing opportunities for students to learn and use leadership skills in their communities, be involved in the campus community, and becoming visionary leaders and thinkers. We value Residence Services staff taking initiative and providing leadership in their daily efforts and duties.
- **Respect and Civility.** We strive to create communities of caring where residents' daily interactions are characterized by respect, civility, and compassion, and responsible behavior, which will promote an atmosphere conducive to open dialogue, discussion, friendship, and respect for individual differences.
- **Fiscal Responsibility and Stewardship.** Effectively managing departmental resources and student monies in a creative, innovative and responsible manner that leads to enhanced student services.
- **Customer Service.** Residence Services strives to provide quality customer service to make residents and guests feel welcome, to treat them with respect and professionalism, and to show the pride our staff has in working at Marshall University.
- **Best Practices.** We value and practice methods, processes, and activities that represent the most effective approaches to delivering a particular outcome, student learning, and improving internal processes.
- **Teamwork.** We value all Residence Services staff working together to fulfill the mission and vision of the department and core educational mission of Marshall University. We also embrace change as a natural part of a dynamic and growing housing department that adjust to changing needs, circumstances, and priorities. We value the belief that each member of the department is important and valuable to the organization.