

Ten Keys to Achieving Internal Excellence

<i>PURPOSE</i>	A new sense of urgency, purpose and awareness that we must do our work with energy and enthusiasm, confident that what we do matters.
<i>EXCELLENCE</i>	Excellence is our goal, our benchmark. We are not perfect and we will make mistakes, but we ought to strive for excellence because mediocrity and “a just getting by attitude” is not acceptable.
<i>ACCOUNTABILITY</i>	Accountability is the standard. Everyone from the President to the janitor will be held accountable for what they do and how well they do it. If you need additional training to do your job, ask for it and we will try to provide the training you need but everyone in the institution will be evaluated and held accountable for the work you are expected to perform.
<i>CUSTOMER-CENTRIC</i>	Customer-centric service is the expectation and the requirement. Even when the people we are serving are unpleasant, we must serve them in a respectful manner. If you must end challenging conversation, do so by politely announcing you are ending the conversation and walk away. You cannot treat a student, or anyone we are to serve, in a manner that dishonors yourself, ITC or God. If necessary, report the incident to your supervisor for appropriate follow-up.
<i>PRAYER & WORSHIP</i>	ITC is a faith community and that should be modeled in our language, our behavior and in everything we do. Prayer is our cornerstone and we will seek to pray and worship together.

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<i>RESPECT</i>	Respect and civility are expected and required in all our interactions with each other as staff, faculty and administrators. In addition to always respecting students, our colleagues should be treated with the same level of respect.
<i>ACADEMIC EXCELLENCE</i>	Academic excellence in service to the Church and community is our calling, mission and reason for ITC’s existence. We will never allow the integrity of our degrees and our work to be compromised by those who do not deliver excellence.
<i>RECRUITMENT</i>	Recruiting is everybody’s business. Every guest on our campus should be welcomed and treated as if they are potential students or could bring us our next new student. ITC cannot exist without new students; therefore recruiting is everybody’s business.
<i>ZERO TOLERANCE</i>	Policies and procedures are to be followed. Outdated policies will be changed but following proper protocol and procedures will keep ITC from frivolous lawsuits and unnecessary problems. Among the policies that everyone must know and follow are the policies against harassment of any kind and against discrimination. There will be no tolerance of either at ITC.
<i>C³</i>	Communication, collaboration and community are the three watch words of ITC. We must practice communicating across departmental, ideological, personal and job description lines. Collaboration is necessary if we are to achieve our goals. We cannot operate in silos. We must break down the walls of separation and understand and appreciate the need for interaction and collaboration within the ITC. Community is the byproduct of frank, open and transparent communication and mutually respectful collaboration born of our recognition that we are interdependent.



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Purpose

Excellence

Accountability

Customer-Centric

Prayer & Worship

Respect

Academic Excellence

Recruitment

Zero Tolerance

