**EXCELLENT**

**COLLABORATIVE**

**ENGAGED**

**CREATIVE**

**EFFICIENT**

**INCLUSIVE**

**MISSION**

Texas Southern University is a student-centered comprehensive doctoral university committed to ensuring equality, offering innovative programs that are responsive to its urban setting, and transforming diverse students into lifelong learners, engaged citizens, and creative leaders in their local, national, and global communities.

**VISION**

Texas Southern University will become one of the nation’s pre-eminent comprehensive metropolitan universities.  We will be recognized by the excellence of our programs, the quality of our instruction, our innovative research, and our desire to be a contributing partner to our community, state, nation, and world.

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**FIVE ESSENTIALS
FOR SOLVING CUSTOMER PROBLEMS:**

**Work with policy to solve problems**

Don’t use policy to explain what you can’t do; use policy to help people. (Find solutions).

**Take customers directly to what they need**

When you can’t help, take them to someone who can, even if it’s outside your department.

**Take the time to really listen**

Treat each customer as an individual. Listen until you really hear what their problem is.

**Treat every customer as your own customer**

Work with the customer you’re talking to. Don’t hand customers off to someone else just because they’re difficult.

**Help customers define their needs**

Help people figure out what they want. Guide them to solutions that meet their needs.

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