

Mission Statement:

We inspire all members of the college community to create a safe, respectful, and inclusive learning environment. We work to reconcile relationships and restore balance and integrity in the college community.

Values:



Be dependable

- Our office is open 5 days a week. We listen. We withhold judgment. We provide dependable advice.



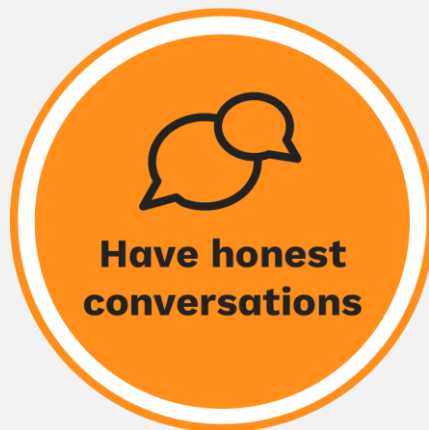
Be compassionate

- We understand you are more than the reason you have contacted our office. We understand your journey to NQC and your journey through NQC may not be easy. We strive to understand and resolve issues.



Lead from where you are

- SRIO advisors have the knowledge and skills to assess situations and suggest alternative pathways to resolution.



Have honest conversations

- Honest conversations are conversations that take courage. We encourage honest conversations within our team, with our colleagues and clients.



Be boldly curious and intentionally courageous

- SRIO receives individual stories with curiosity. SRIO will not be moved to specific outcomes by any member of the college community, and we resist this by remaining intentionally courageous. We seek to understand and not to judge.



Find ways forward

- SRIO works to find ways forward through a dedicated dispute resolution framework, referrals, continuing education, and student centered advice.

Vision:

We are a trusted and respected operation that provides transparent, proactive, relational, and resolution focused services to all members of the college community. We create pathways that lead to remediation and reconciliation as a first choice. We seek out learning opportunities over the delivery of sanctions, even when it is less convenient to do so. We use our own data to provide insight into emerging trends and we respond accordingly.

