



## MEMORANDUM

**DATE:** August 3, 2015  
**TO:** Provost Staff  
**FROM:** Donzell Lee, Ph.D., EVAA & Provost  
**RE:** **PUNCTUALITY & ATTENDANCE (2<sup>nd</sup> Constructive Notice)**

Please be reminded, the Office day begins at 8:00 a.m. every day. I fully expect all staff to arrive on time, ready and prepared to serve faculty, students, staff, and stakeholders promptly and with alacrity.

Reliable and consistent attendance is a core requirement and essential function of all employees at Alcorn State University. In this context, Alcorn encourages regular attendance habits and punctuality on the part of all employees in all units sufficient to maintain high-levels of productivity, efficiency, and customer service delivery. Barring a genuine medical emergency, or other exigency, all employees are expected to report to their posts prepared for duty and prior notice to your appropriate supervisor if you will be late.

As a central service delivery hub connecting all academic units of the campus community, the Office of Academic Affairs and its associated units can ill-afford the tarnished image associated with irregular or unpunctual attendance. Indeed, if Academic Affairs is to render the best possible service in the most efficient and effective manner, impeccable punctuality and indefatigable attendance must be paramount. N.B.: Subsequent tardiness will result in appropriate discipline including, but not limited to, termination.

I value each of your contributions to the Office of Academic Affairs and Alcorn State University. This reminder on the need to maintain high customer service standards in attendance and punctuality stems from this one inescapable truth: *We simply cannot spell "customer service success" without you.*

Respectfully,

A handwritten signature in cursive script that reads "Donzell Lee".

Donzell Lee, Ph.D.  
Interim Executive Vice-President & Provost

cc: John G. Igwebuikwe, Vice Provost