

# Big Bend Community College

Service to our Community

# Mission, Vision, & Values

## Mission

Big Bend Community College delivers lifelong learning through commitment to student success, excellence in teaching and learning, and community engagement.

## Vision

Big Bend Community College inspires every student to be successful.

## Values

Student Success

Excellence in teaching and learning

Inclusion

Community Engagement

Integrity & Stewardship

# Customer Service Standards

Big Bend Community College's emphasis on customer service is a continuous process to engage students, faculty, and staff throughout the college community in the development and implementation of a shared set of service standards, strategies and measurable outcomes.

We can all make a difference!

# **Customer Service Standards**

## **Care**

Respectful, Polite, Friendly, Fair, Helpful, Cooperative

## **Knowledge**

Efficient, Organized, Proactive, & Reliable

## **Availability**

Accessible, Punctual, Listening, Attentive

## **Follow Through**

Commitment, Accountability, Responsiveness, Ownership

# Volunteers & Service

- When you provide service nobody can tell the difference between an Employee and a Volunteer
- Great service is therefore extremely important