

Wichita State desires to create a strong culture wherein all who serve and are served by the university have an exceptional experience. The University has adopted Service Standards, known as Shocker PROUD, which are a set of common things we can all do to create a welcoming environment and promote

University constituents, through a campus-wide consultation process, identified standards that are not only student focused, but imbue a positive work environment and one we would all be proud to be part of. Shocker PROUD reminds us to be Professional, Responsive, Open, Understanding and Dependable with everyone in our community.

We all need to positively promote WSU. It is our shared responsibility to ensure that everyone has an excellent experience at WSU. This initiative aligns with the University's strategic enrollment plan, goal 1: Develop activities that foster enrollment growth among faculty, staff and students.

The service standards have been implemented starting with the 2018-19 USS and UP nonteaching performance evaluation to replace the current Customer Focus competency. New student focused training will provide guidance on integrating these services standards into our everyday work life.

You will learn more details about Shocker PROUD in early May through your WSU Today daily email.

Sincerely,

Rick Muma, Interim Provost

Judy Espinoza, Executive Director of Human Resources