



SHOCKER PROUD

Wichita State desires to create a strong community 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 identify common things we can all do to create a welcoming environment and promote WSU.

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

We all need to positively promote WSU and do our part to ensure that everyone has an excellent experience at WSU. This initiative is tied to the University's strategic enrollment plan, goal 1: Develop activities that foster a culture of enrollment growth among faculty, staff and students.

The service standards have been implemented into the 2018-19 USS and UP nonteaching performance evaluation to replace the current Customer Focus competency. New student focused training will provide guidance on incorporating 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,

A handwritten signature in black ink, appearing to read 'Rick Muma'.

Rick Muma, Interim Provost

A handwritten signature in black ink, appearing to read 'Judy Espinoza'.

Judy Espinoza, Executive Director of Human Resources



Interact in a knowledgeable, competent and respectful way.



Offer prompt service and strive to exceed expectations.



Be welcoming, inclusive and accessible.



Listen, clarify and empathize.



Follow through in a timely manner.



WICHITA STATE
UNIVERSITY