

In support of Strategic Enrollment Management and the fulfillment of our goals, we will be leading the University through a process to identify and implement University Service Standards. These standards will identify things we can all do to create a welcoming environment, putting the student in the center of everything we do.

Successful development of Service Standards starts with input from all constituent groups - faculty, staff and students. To ensure input from the diverse group of persons who represent all of us who serve and are served by the University, focus groups will be held on September 12th, 13th, and 14th for this purpose.

This is an opportunity to share your ideas and give your opinion in the foundational step of developing the University Service Standards. Your participation is an essential part of obtaining input from a diverse group of faculty, staff and students.

Each focus group session will be 30 minutes - not a large investment of time. Currently there are 11 sessions scheduled at varying times of the morning, day and evening as shown below.

Tuesday, September 12: 9-9:30am, 12:30-1pm, 1:30-2pm, 2:30-3pm

Wednesday, September 13: 11-11:30am, 12-12:30pm

Thursday, September 14: 10-10:30am, 11-11:30am, 2-2:30pm, 3-3:30pm, 5:30-6pm

Please access *myTraining* on the *myWSU* Faculty/Staff page to register for a session. You may be asked to change sessions to make sure each session represents a cross-section of the University.

When all sessions are concluded, we will consolidate the input and develop a Service Standards proposal to present to the University Executive Team for consideration. We will then incorporate the approved Service Standards into the student-focus training we will be conducting, as well as communicate to the broader University for adoption.

We appreciate your support.