

Dr. Jose Fierro
President's Message
August 30, 2019

Dear Colleagues,

Thank you for attending our Convocation event today. We had a great time! The energy in the room was palpable and we are off to a fantastic school year. For those of you who were greatly impressed by our incredible dancing skills today, we recommend that you join us for line dancing lessons!

Today, we focused on Service Excellence as a hallmark of Cerritos College: ***The Cerritos Way, Because People Matter.*** Our Service Excellence Values are being Responsive, Welcoming, Empathetic, Knowledgeable and Efficient.



These values are already embedded in our daily activities. Take a look around and you will see that these values permeate through all we do for each other and our students. As you reflect on this, I encourage you to also take the time to thank a colleague (or two) who demonstrate service excellence to other colleagues and to our students.

Our executive team is committed to fostering the following efforts to achieve service excellence across the College—the Cerritos Way.

Over the coming months, we will work to:

- Eliminate paper forms
- Improve communication with new and current employees
- Automate student processes
- Respond to others in a timely manner and improve turnaround times

In the near future, we will also be meeting with constituent groups to identify topics and create a calendar of professional development opportunities.

The VPs will also be working with each of their areas to continue the conversation to hear your ideas and identify additional activities to support our pursuit of excellence. We look forward to your thoughts and ideas.

Sincerely,
The Executive Council Team