

OFFICE OF THE PRESIDENT/SUPERINTENDENT
PRESIDENT'S CAMPUS UPDATES



August 31, 2020

Dear Colleagues,

I hope you enjoyed our first virtual Convocation event on Thursday. I am excited to share that we had over 300 employees tune in [to our event](#). It was an honor to recognize our employees of the year, new and promoted employees, and newly tenured faculty. I hope the theme, "[Be the One](#)" resonated with you.

Our keynote speaker, Jordan E. Horowitz, Chief Operating Officer of the Institute for Evidence-Based Change, shared his insight on what it means to Be the One at Cerritos College. Mr. Horowitz will return to our e-campus several times throughout this year as we continue to build upon our commitment to Service Excellence at Cerritos College.

Speaking of Service Excellence, we also unveiled our newly crafted Service Excellence Commitment, which was developed utilizing feedback provided throughout the past year, as follows:

Cerritos College will be a premier service excellence institution. We are guided by our core customer service values that include being welcoming, knowledgeable, empathetic, efficient and responsive. We will deliver a positive and memorable customer service experience that exceeds the needs and expectations of our diverse constituencies.

To achieve this goal, we will:

1. Take personal responsibility to provide a superior and consistent customer service experience during interactions with our internal and external community members;
2. Provide a welcoming environment where people can safely discover and achieve their full potential;
3. Foster an inclusive environment that creates a sense of belonging for all;
4. Streamline institutional practices to continuously improve the customer service experience and,
5. Create a culture of respect and shared accountability.

Remember: although things are not what they used to be, working together we can build a future that is just as good (or better) than what we expected at the start of 2020. I am looking forward to working toward this goal during the 2020-21 academic year. If not now, when?



Jose

Jose L. Fierro, D.V.M., Ph.D.
President/Superintendent