



ACCREDITATION EVIDENCE

Title: Mustang Central Mission, Vision, Purpose, Goals & Outcomes

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Mustang Central

Mission

The mission of Mustang Central is to create an environment where student success is a priority by providing excellent service and support through the integration of enrollment service functions in a welcoming and inviting central location.

Vision

To be a premiere service center that provides exceptional support and engages students throughout their WWCC experience.

Purpose of Mustang Central

- To engage students in the process beginning with their initial contact with WWCC.
- To integrate the processes of registration, records, housing, admissions, student billing, and financial aid.
- To provide a strong relationship between the student and success center staff.
- To provide seamless and transparent service to students.
- To provide courteous, thoughtful, and thorough service.
- To serve students so that questions and needs are addressed in a single visit by a single staff member.
- To provide a strong foundation of support and timely service to faculty and staff.
- To integrate services in an effort to provide personnel support by covering desks, phones and duties as needed.
- To cross-train all staff allowing for enhanced services.

Goals and Outcomes

- Enhanced student satisfaction
- Increased retention
- Empower decision making at the appropriate level
 - Escalate questions and concerns when needed to the appropriate position
 - Follow up with students in a timely manner regarding unanswered questions if needed
- Be accountable for productivity as it relates to the duties outlined in individual position descriptions
- Increased efficiency and effectiveness
- Provide consistent, on-going and thorough training
 - Staff need to know what we expect our students to know
- Provide access to information using Colleague so all staff can help any student