

# REGION 20

## VISION

To be the definitive choice in serving the educational community.

## MISSION

We provide trusted solutions that lead to student success.



## CORE VALUES



### CUSTOMER SERVICE

Creating a service culture through a focus on the total customer experience.



### CUSTOMER FOCUS

Listening to our customers, anticipating their needs, and creating value that exceeds their expectations.



### CONTINUOUS IMPROVEMENT

Creating a culture of excellence through a mindset of continuous improvement.



### EMPLOYEE TALENT

Attracting, growing, and retaining top talent.

## SERVICE STANDARDS



MAKE A CONNECTION



MAKE IT HAPPEN



MAKE IT REMARKABLE



MAKE IT RIGHT