

Mission & Vision



Our Mission

ESC-20 *positively impacts* the learning community through *high quality, cost effective products and services.*

Our Vision

To be the *definitive choice* for *leadership, innovation,* and the *advancement of learning.*

Our Core Beliefs

We believe...

- in *service* first
- our employees *drive our success*
- *collaboration* maximizes results
- in *purposeful* and *effective communication*
- *change* is *opportunity*
- in *cultivating strengths*
- *learning* is *life-long*

Strategic Drivers



Customer Service:

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

Customer Focus: Listen to our customers, anticipate their needs, and create value that exceeds their expectations.

Employee Talent: Attract, grow, and retain top talent.

Continuous Improvement: Create a culture of excellence through a mindset of continuous improvement.

Goals



Positive Impact on Education

Customer Satisfaction

Employee Satisfaction

Operational Excellence

Public Awareness/Relations

Strategies



Build relationships and engage stakeholders

Provide comprehensive **school improvement services** and **support**

Recruit and retain **high quality workforce**

Allocate resources to **develop** and sustain **quality products and services**

Implement a **performance excellence management system**