

Our Mission

Is to provide quality, cost-effective services that enable member school districts individually and interactively, to manage data and utilize technology effectively for educational and administrative purposes

Five Fundamental Values form the foundation of LGCA:

- *Quality*
- *Integrity*
- *Efficiency*
- *Collaboration*
- *Commitment*

To carry out this mission LGCA must:

- *Attract the best qualified technical and support staff.*
- *Excel in technology, training and support for education.*
- *Develop, apply, evaluate and share new technologies.*
- *Excel in service.*
- *Provide efficient access to affordable technology.*
- *Ensure that LGCA's quality underlies every decision.*



Excel in Service

Show respect and courtesy in every encounter

- + Stop what you are doing and extend a warm welcome*
- + Greet everyone with a smile, make eye contact, use their name whenever possible, and ask how you may assist*
- + Listen attentively and ask questions to confirm your understanding*
- + Respond to requests and take responsibility for addressing the needs of others*
- + Practice courteous telephone etiquette*

Show attentiveness when you are communicating

- + Acknowledge the customers situation and feelings*
- + Avoid excuses; deliver what you promise*
- + Keep everyone well informed; clearly communicate the plan of action*
- + Offer options; invite involvement in resolving requests*
- + Guide the customers through our system to the appropriate resource*

Show cooperation, professionalism, and pride in your job

- + Be honest; promise only what you can deliver*
- + Respond quickly to requests and ensure tasks are completed accurately and on time*
- + Respect the confidentiality of all customers and colleagues*
- + Talk positive about other employees and departments when in the presences of customers and visitors*
- + Create a positive environment through your appearance, attitude, and behavior*