

Kilgore College Compact with Texans

Mission:

Kilgore College provides a learner-centered environment that focuses on student access, success and completion via collaborative partnerships.

- Kilgore College promotes access through its open-door admission, distance learning opportunities, dual credit courses, developmental education, continuing education, and comprehensive financial aid programs.
- Kilgore College promotes success through high quality innovative instruction and holistic student support services and activities.
- Kilgore College promotes completion by providing a foundation for students to flourish either through university transfer or entry into the workforce as highly skilled and technologically advanced employees.
- Kilgore College leads and promotes partnerships through outreach to area schools and universities, small business/entrepreneurial expansion, adult education and literacy, responsiveness to economic development needs, and promotion of social and cultural advancement.

Vision:

We will lead through instruction, technology, and cultural development - each characterized by creativity, innovation, and ingenuity. We will exhibit caring in all our relationships as we serve our students and our community.

Internet Site:

The College's Internet site will be user-friendly, easy to navigate and contain up-to-date information that is useful to the students/customers. The site will offer key contact names, e-mail addresses, and phone numbers for customers seeking information about the College. The site will clearly identify the date that information is updated. The home page for Kilgore College is www.kilgore.edu.

Timely Service:

College faculty and staff will respond to student/customer requests for information as close to the time of the request as possible. Faculty and staff will update students/customers about unavoidable wait times and offer other options to meet their needs. Once the KC class schedules have been approved, they are published and available on the accessKC portal.

Printed Information:

Published information, brochures, catalogs, class schedules, and any other information printed and/or published by the College to promote the College or to inform the public about the College, will be published in a professional and timely manner and will be up-to-date and accurate.

Complaint Procedure:

Kilgore College seeks fair, just, and prompt solutions, when possible, to all complaints and grievances. Currently enrolled students wishing to lodge academic and student services related complaints are to follow the policies and procedures outlined in: the Kilgore College Catalog and Student Handbook and College Board Policy. Each of these documents can be located on the College's website.

Employees who have concerns should discuss their concerns with their Supervisor, Division Director, or Director of Human Resources and follow the Complaint Procedure outlined in College Board Policy.

Individuals or groups external to the College who have concerns or complaints about a customer service issue should address the concern to the director in the area involved in a manner consistent with the College Board Policy. Concerns/complaints by students can be submitted electronically at: <https://www.kilgore.edu/student-complaint-form/>

Customer Service Performance Measures:

Biennial surveys of students and employees are conducted to measure satisfaction with the services of the institution.