

# WHAT IS A STUDENT?

*A Student* is the most important person ever in this school...in person, on the telephone, or by mail.

*A Student* is not dependent on us...we are dependent on the Student.

*A Student* is not an interruption of our work...the Student is the purpose of it. We are not doing a favor by serving the Student...the Student is doing us a favor by giving us the opportunity to do so.

*A Student* is a person who brings us his or her desire to learn. It is our job to handle each Student in a manner which is beneficial to the Student and ourselves.

-Adapted by William W. Purkey from an L.L. Bean Co. poster:  
"What is a customer?" by J.M. Eaton.



**DIVISION OF STUDENT AFFAIRS AND  
STRATEGIC ENROLLMENT MANAGEMENT**  
CSU BAKERSFIELD™

## MISSION STATEMENT

*To foster a healthy community where every student can belong, grow and succeed.*