

Goal #	Goal	Objective #	Objective	Activities
5	Enhance customer service and student support services	1	Implement customer service feedback instruments at all levelsf or all constituencies	<a href="#">Prepare and implement Evening and Week-end faculty and student surveys</a>
5	Enhance customer service and student support services	1	Implement customer service feedback instruments at all levelsf or all constituencies	<a href="#">Activity #2 - Develop survey questions</a> <a href="#">Activity #3 - Implement survey</a> <a href="#">Activity #3 - Analyze Survey Results</a>
5	Enhance customer service and student support services	3	To implement communication strategies that increase customer awareness	<a href="#">Activity #1 - Develop a brochure that provides the fundamental information on the Evening and Weekend Colleges.</a>