

| Goal # | Goal | Objective # | Objective | Activities |
|--------|--|-------------|---|--|
| 5 | Enhance customer service and student support services | 1 | Implement customer service feedback instruments at all levels for all constituencies. | A revised and improved assessment tool will be developed and implemented after each advising session. |
| 2 | Increase student enrollment and retention rates | 4 | Improve communication with students to better understand and address the challenges that lead to low retention rates and increased attrition. | Create an early alert system to identify student with academic problems and provide them the support needed for academic success. |
| 4 | Ensure effective and efficient educational programs and academic services that meet student and market demands | 7 | Purchase laptop computer for the Office of Student Advisement. | Effectively transport and mobilize student advisement activities across campus, ultimately improving the productivity of the Office of Student Advisement. |