

Goal #	Goal	Objective #	Objective	Activities
5	Enhance customer service and student support services	3	Incorporate communication strategies and methods to better assess and monitor customer service and support service needs.	<a href="#">Develop and implement a webpage for the AMC Athletic Department</a>
4	Ensure effective and efficient educational programs and academic services that meet student and market demands.	4	Develop and implement periodic and scheduled evaluation/assessment of educational programs to ensure their quality, consistency, and relevance to student needs.	<a href="#">Evaluate the effectiveness of Study Hall for AMC Athletes</a>