

Goal #	Goal	Objective #	Objective	Activities
5	Enhance customer service and student support services	6	Improve the Human Resources Office efficiency and effectiveness	Digitize Employee Documents
5	Enhance customer service and student support services	6	Improve the Human Resources Office efficiency and effectiveness	Scanning project for employee information
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.	PeopleAdmin Inc. an applicant tracking, position descriptions and performance evaluations management tool.
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.	Compensations Salary Study
5	Enhance customer service and student support services	6	Implement customer service training workshops.	Customer service training sessions for all employees on office etiquette and customer service, in general
5	Enhance customer service and student support services	6	Implement activities that engender and motivate institutional pride	Distribute engraved HR trinkets for employees pens, folders, calendars
5	Enhance customer service and student support services	6	Implement activities that engender and motivate institutional pride	Sponsor an AMC picnic at Stone Mountain Park
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.	Update the College's Affirmative Action Plan