

Goal #	Goal	Objective #	Objective	Activities
5	Enhance customer service and student support services	5	Design and implement a comprehensive student and staff development model that provides opportunities for personal and social growth, leadership, and civic responsibility.	Activity #1 - Customer Service Champion will meet to establish a cross-functional team consisting of the Directors of Admissions, Financial Aid, Registrar, and Vice President for Student Affairs to discuss customer service training requirements for their
5	Enhance customer service and student support services	6	Identify and make process improvements in the areas of Operations Support and Academic Units.	The AMC cross-functional team will meet with a Sigma Six consultant to organize AMC customer service training sessions.