

| 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 | Activity #1 - Forums for students, faculty, and staff |
| 5 | Enhance customer service and student support services | 2 | Deploy technology effectively and efficiently to ensure improved student support services. | Activity #1 - Online registration for all students. Activity #2 - Training faculty on the opportunities in Banner Web Module |
| 5 | Enhance customer service and student support services | 1 | Implement customer service feedback instruments at all levels for all constituencies | Activity #1 - Registration Survey |
| 2 | Increase student enrollment and retention rates | 1 | Design and implement effective retention and enrollment management strategies. | Activiyt #1 - Alert and post information concerning future registration in a more timely manner. Activity #2 - Allow students to register for multiple terms. Activity #3 - Recruit Proje |
| 5 | Enhance customer service and student support services | 6 | Increase student graduation diplomas to standard size | Activity #1 - Purchase Diplomas that are standard size |
| 5 | Enhance customer service and student support services | 6 | Purchase a new laptop computer | Activity #1 - Purchase a new laptop to be able to process data more efficiently. |