

Business Services

2005-2006

Strategic Goal:

Enhance Customer Service

Action Steps	Action Leader	<i>Jul-05</i>	<i>Aug-05</i>	<i>Sep-05</i>	<i>Oct-05</i>	<i>Nov-05</i>	<i>Dec-05</i>	<i>Jan-06</i>	<i>Feb-06</i>	<i>Mar-06</i>	<i>Apr-06</i>	<i>May-06</i>	<i>Jun-06</i>
FACTS tuition payments for Fall'05 operational	Ruth	X	X										
"My Budgets" reporting on EagleNet for departmental budget reports	Rick		X	X									
Study of Employee Leave reports being done thru Communication Management module	Linda/Deb			X	X								
New imaging system makes invoice copies available to departments	Rick					X	X						

Personnel: Current Staff

Success Indicators: New computer systems works as supposed to and accomodates accounting and auditing needs; positive audit results.

KPI's: Institutional Effectiveness; Continuous Improvement; Customer Service

