

**2005-2006**

**Strategic Goal: Enhance Customer Service**

EagleCard

Action Steps	Action Leader	Timeline												
		Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	
Improved EagleCard website	Ryan Gardner/ Stacey Henecke			X	X	X	X							
Hiring additional and training staff	Ryan Gardner/ Stacey Henecke	X	X			X	X	X					X	X
Telephone training	Stacey Henecke	X	X				X	X						

**Personnel: Ryan Gardner, Stacey Henecke**

**Success Indicators: The new c/store and EagleCard office opens this summer, so it will be important to stay on top of staff training and needs to ensure a high level of customer service. Blackboard is designing our new EagleCard website.**

**KPI's: Human Resources; Customer Service**

