

2005-2006

Strategic Goal: Research Off-Campus Merchant Program

EagleCard

Action Steps	Action Leader	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06
Research options available in the marketplace, find vendors	Ryan Gardner/ Stacey Henecke	X	X	X	X	X	X						
Survey off-campus merchants	Ryan Gardner/ Stacey Henecke			X	X	X							
Recommendations for future of programs	Ryan Gardner							X	X				

Personnel: Blackboard Consultants

Success Indicators: Development of off-campus program

KPI's: Community Responsiveness; Customer Service; Continuous Improvement