## Strategic Goal: Provide training for front line staff to answer financial aid and enrollment questions.

<table>
<thead>
<tr>
<th>Action Steps</th>
<th>Action Leader</th>
<th>Jul-06</th>
<th>Aug-06</th>
<th>Sep-06</th>
<th>Oct-06</th>
<th>Nov-06</th>
<th>Dec-06</th>
<th>Jan-07</th>
<th>Feb-07</th>
<th>Mar-07</th>
<th>Apr-07</th>
<th>May-07</th>
<th>Jun-07</th>
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</thead>
<tbody>
<tr>
<td>Train over 80 employees across campus on Colleague financial aid and enrollment screens</td>
<td>Peg Julius</td>
<td>X</td>
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<tr>
<td>Review training and determine whether to continue</td>
<td>Enrollment Team</td>
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<tr>
<td>Gather input from employees on improvements to rush and use to develop more training opportunities</td>
<td>Kristie Fisher/Penny Heisdorffer</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
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<tr>
<td>Develop a multi-functional team to review and implement rush meeting suggestions</td>
<td>Peg Julius</td>
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<td>X</td>
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<tr>
<td>Develop and deliver training</td>
<td>Peg Julius/Team</td>
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<td>X</td>
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</tbody>
</table>

### Personnel: Existing

### Success Indicators: Increase number of employees in other departments who are comfortable answering questions.