

2006-2007

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

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

Personnel: Existing

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

