2.	GOALS AND OBJECTIVES *(Taken From #9--Action Plan--of FULL Program Review)*			
	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#1	Improve Customer Service	#1 Reduce demand for same day services	Charge for enrollment verification, increase charge for same day transcript service, move students to online verifications.	Fewer students will request enrollment verifications and transcripts at the counter and will begin using the online services available for this.
		#2 Increase customer satisfaction with response time to phone calls and emails	Ensure that all phone calls and emails are returned within 24 hours	Record the response time to phone calls and emails
		#3		

Goal #1 Annual Update: (Assess progress made toward goal attainment)

Objective 1: no progress has been made as A&R is still waiting on IT to insert the National Clearinghouse link into self-service to allow students the ability to order enrollment and degree verifications online for free. Once IT does that we can change the AP for pricing structure to charge for enrollment verifications.
Objective 2: The operator line is no longer a part of A&R. This has drastically reduced call times. In addition, A&R Technician II staff were assigned groups of students by last name. This has ensured that students are now responded to within 24 hours for all emails and phone calls.

	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
#2	Successfully implement automation to increase efficiency	#1 Reduce time to process diplomas	Implement DegreeWorks and then create an online graduation petition process	The length of time to process diplomas will decrease to under six weeks
		#2 Reduce time to process applications with issues	Implement Open CCCApply	Fewer students will be held in suspension due to the stronger residency methodology in Open CCCApply compared to the current online application
		#3		

Goal #2 Annual Update: (Assess progress made toward goal attainment)

Objective 1: The District has now decided to not implement DegreeWorks and is waiting on similar software from the Chancellor's office. We will have to wait until we know more about the intended to software to determine if this will assist us in reducing the graduation petition clearing process.
Objective 2: A&R was successful in implementing Open CCCApply and went live in June. Fewer students are now held in suspension.