Extracted From Tk20_OFFICE OF THE VICE PRESIDENT OF STUDENT SERVICES 2010_2011

Bergen Community College > Administrative & Educational Support (AES) Units > OFFICE OF THE VICE PRESIDENT OF STUDENT SERVICES > Plans

Goal	Feedback Status	Is Data Entry Complete?
To enhance the quality of customer service.		Not Complete

Outcome/Goal To enhance the quality of customer service.

Assessment Period 2010-2011 Annual Goals

Description

Data Collection

Measures

Results

This goal was: Met Partially Met Not Met

Results

This outcome was: Met Partially Met Not Met

Percentage Met:

Were these results used to make improvements to the program/department? Yes No

Analysis

After reviewing the results, what analyses can be derived?

1.

2.

Supporting Documentation No file attached

Recommendations

Based on the results and analysis, what recommendations will be made to better achieve the desired outcome?

1. Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period:

2.

Was this recommendation implemented? Yes No

Recommendation was implemented during the following assessment period:

Budget Implications

Based on the ongoing results and analyses, are there budget requests that need to be made in order to achieve this outcome? Yes No

Actions

Improvements

Below, list the improvements/action items that are being put in place in order to achieve this outcome/goal.

Were improvements made to achieve this outcome? Yes No

List all improvements made:

1.

2.

3.

4.

5.

Feedback