Work Narrative
Goal #1, Initiative #4

The work associated with this initiative ranges from implementing additional virtual services for students, to developing and maintaining a Sycamore Express website and customer service stations, to offering extensive customer service/functional/portal training to core service office staff. Our initiative goal is to have a more informed customer base, who feels both valued and well served, that is empowered to find much of the information they desire on their own at any time. It is anticipated that this will result in a more satisfied student body, enabling them to concentrate more fully on academics, while at the same time enjoying a more fulfilling University experience. These benefits should have positive effects on our benchmark indicators of enrollment counts, retention rates, and graduation rates, which will all help to achieve the goal of increased enrollment and student success.