

GOAL 1: PROVIDING INCREASED ACCESS TO HIGHER EDUCATION

Objective 2: Foster institutional commitment to student satisfaction and success.

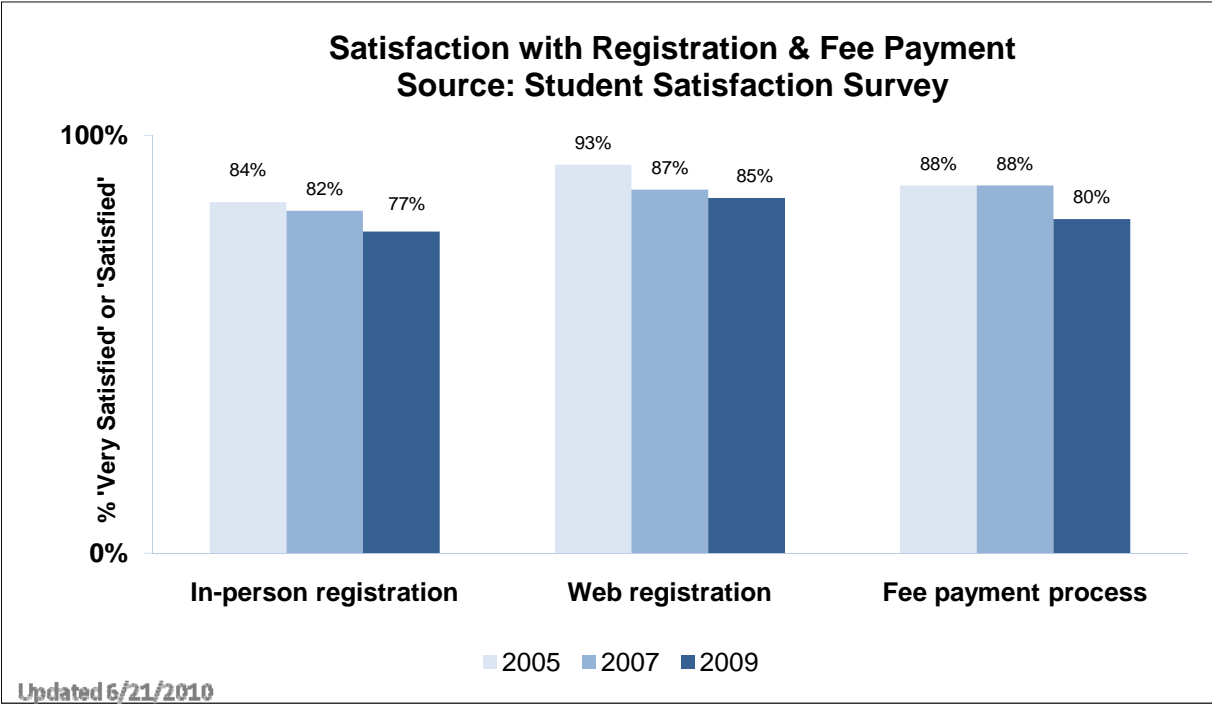
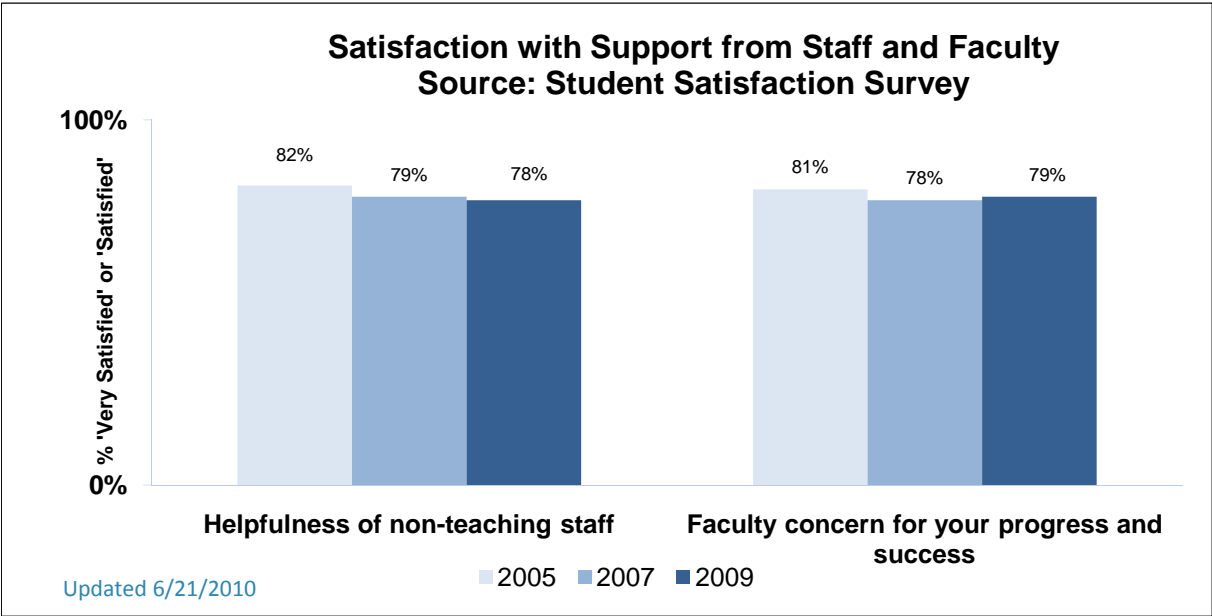
Outcome:

Student satisfaction with helpfulness of non-teaching staff will average 85% on 2007 Student Satisfaction Survey with no campus averaging below 83% on this item.

Annual assessment plans from students support areas will report customer satisfaction with their services and planned improvements to meet their defined thresholds of excellence.

Students satisfaction with faculty concern for their progress and success will average 83% on the 2007 Students Satisfaction Survey, with no individual college averaging below 80% on this item.

Progress toward objective:



Satisfaction with Student Financial Aid Source: Student Satisfaction Survey

