

Student Affairs Division
 Department: Judicial Affairs
 2008-2009 Action Plan

2008-09 Dept. Goals	Projects to be Accomplished in 2008-09 (How and by Whom)	Ongoing Projects	Success Indicators	Supports Division Strategic Priorities	Supports College Strategic Priorities	Results
1. Implement a new enterprise resource planning (ERP) software program to maximize residential communication.	Misty will work with ERP training groups to maximize discipline coordination, student contact and tracking system.	Annual training calendar put out by SunGard		1, 2 & 3	1, 6 & 7	
2. Identify behaviors related to excellent customer service and provide training and coaching to Student Affairs staff.	Complete scripts for vendor groups, attend interactive demonstrations and provide feedback for additional needs (Misty, Bryan & Jay).	By implementing and training staff on new ERP system, better use of college resources and quicker turnaround time for notification to students.	Successful and ongoing implementation and practice.	1, 2 & 3	5	
3. Evaluate and enhance Student Code of Conduct procedures and materials.	Collaborate with Assistant Dean of Student Affairs Prescott and Verde to bring forth a comprehensive district wide approach to discipline.	Updating the Student Code of Conduct handbook and webpage.	Better customer satisfaction and ability to meet their needs with regards to discipline.	1 & 2	5	