

2008-2009 Goals	Projects to be Accomplished	Ongoing Projects
<p>Support high quality instruction <i>S. I. #1</i></p>	<p>Develop and disseminate Experts Guide—Sue, Paula Gwen</p> <p>Update content for the YC catalog CD, including podcasts and video footage—Sue, Paula, Gwen, Tom</p>	<p>Develop branding-consistent collateral—Tom, Amy, staff</p> <p>Continue New Media-podcasting, streaming—Gwen, Paula, staff</p>
<p>Long-Range Financial Planning <i>S.I. #2</i></p>	<p>Research advertising in YC Today and YC Radio Hour-Develop guidelines for advertisers—Paula, Gwen, Tom, Amy</p>	<p>Ongoing staff training and development—Sue</p>
<p>Develop Human Resources <i>S.I. #4</i></p>	<p>Through Experts Guide/Speakers Bureau and other methods, promote staff and faculty’s accomplishments more effectively—Paula, Gwen, Sue</p>	
<p>Vibrant Social and Cultural Life <i>S.I. 6</i></p> <p>Develop a Culture of</p>	<p>Establish Quad-Cities Diversity Council—Sue</p> <p>New employee translate registration and other college materials into Spanish—staff tbd, Sue</p> <p>Family music and arts series in the Quad</p>	<p>Host District 6 NCMPR conference—all staff</p>

<p>Outstanding Customer Service <i>S.P. 6</i></p>	<p>Develop parents' newsletter with Dr. Goswami (Letter to Home?) Sue</p>	<p>Organize customer service initiative, assemble collaborative task force— Sue, Peggy, staff</p> <p>(ideas to capture) “Walk the Man” “No Riddle Run Around” Legendary Customer Service Pebbles in the Jar “Just Because” and “Thank you”</p>
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