

Student Affairs Division
Department: OneCard Office
2008-2009 Action Plan

2008-09 Dept. Goals	Projects to be Accomplished in 2008-09 (How and by Whom)	Ongoing Projects	Succes
1. Identify and implement ERP best practices.	Serve as needed on Student Committee. Contribute as member of Portal content committee. Integrate Card Office processes into Banner applications.	Serve in content editing role for some portion of the MyYC portal.	
2. Develop technology based services by utilizing media and other interactive methods.	Coordinate and assist with Video modules project.	Work with Student Affairs personnel to obtain area content.	
3. Identify behaviors related to excellent customer service and provide training and coaching to Student Affairs staff.	Determine specific behavioral objectives re: Customer Service that are applicable to the Card Services program. Provide district-wide training and support for the Card services program.		
4. Expand the Card Services Program to further meet the needs of our students, staff, faculty and Community members.	Establish an IP payment gateway for cash registers in accordance with PCI compliance standards. Build the Door access plan for new PV site with appropriate staff privileges. Achieve Online card office funding and functionality.	Develop content for student and staff fragments of MyYC portal. Establish budgetary needs to develop and expand Card Services program, as well as existing expenses.	
5. Evaluate and enhance One Stop services to achieve student success and institutional effectiveness.	Establish who is to be backup for OneCard manager. Train backup person.		
6. Increase knowledge of Blackboard Transaction System to implement system best practices.	Attend BBTS annual conference and participate in Blackboard training webinars. Join NACUU.		