

STUDENT SUPPORT SERVICES  
QEP GOAL STATEMENT  
AND OUTCOME STATEMENTS  
FOR AY 2006-07

Goal Statement: To develop and implement inter and intradepartmental communication and employee training strategies that will increase awareness and collaboration among employees, communicate registration and advising processes to faculty, improve services to students, and help students take more responsibility for completing college requirements.

**Departmental Objectives:**

- 1) Create experiences or modules for CTC employees to learn about SSS departmental policies, procedures, and service excellence outcomes.
- 2) Provide opportunities for employees of Student Support departments to participate in at least one "Trade A Day".
- 3) Track participation in professional development and recognize SSS employees who participate in QEP initiatives.
- 4) Create opportunities for students to learn about managing a college degree plan and take more responsibility for registration procedures.