

**Lake Superior College
FY08 Unit IE Plan**

UNIT - Student Services

Unit/Department Objectives	Projected Outcomes	Actual Outcomes	Person Responsible	Projected Completion Date	System Strategic Direction	System Target	Learner Segment	College Priority	AQIP Category
Improve participation and success.	The fall 2008 retention rate for fall 2007 entering students will be 38%.		Peter Wielinski	Sep-08	1, 2, 3	1	3, 5	1	HSL
Improve customer service.	A customer service survey will be implemented Fall of 2007 to establish baseline data on student satisfaction with availability, timeliness, accuracy, and courtesy of services provided. Survey will be repeated Fall of 2008 to demonstrate statistically significant improvement.		SS Leadership Team	Oct-07 Oct-08	2	1	3, 5	1	USSN, ME, PCI
Implement services and activities in support of the FYE initiative and its students.	The spring 2008 retention rate for fall 2007 entering students will increase by 1.33% from the previous year.		SS Leadership Team	Jan-08	2	1	3, 5	1	HSL
Assess the outcomes & effectiveness of services in supporting student achievement and in meeting student needs.	Data will be analyzed. Areas of concern will be identified & plans for improvements will be drafted for completion of Phase II from 0607 plan.		SS Leadership Team	Ongoing	2	1	3, 4, 5	1	USSN, ME, PCI