

Student Services Annual Highlights 2011-2012

Department Name: **Printing Services**

Dash Board Indicators: (Benchmark data reported in budget process with end of year numbers. Please include multiple year data if available.)

Programming or Service Highlights: (Please use bullet format.)

- Customer Service Training
- South Reconfiguration & Training
- Market (First Right of Refusal) Capture 50% College Outside Printing
- Print Smith (Web-2-Print) Pricing & Workflow System
- Inventory
- Leadership Development Seminar/Program
- Industry Trends and Strategies
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Assessment Highlights: (Please use bullet format.)

- Tracking Response (Customer Resource Management)
- Monitoring customer receptivity via job tracking and revenue tracking
- Assess through valued customer services and customer education-market services
- Implementation of profession pricing and workflow system.
- Inventory System providing costing and forecasting methods meeting expectations
- Department leadership initiatives - Seminars, Trainings
- Industry Product Shows
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