

4.	<p>Goal 4: Strengthen Operational Capacity and Infrastructure</p>	<p><u>Initiative 10:</u> Re-engineer Business Processes to Better Meet Student Needs</p> <p><u>Initiative 11:</u> Promote the Impact and Visibility of Queens College</p> <p><u>Initiative 12:</u> Enhance Stewardship and Grow Our Resources</p>	<ul style="list-style-type: none"> ■ Redesign and analyze work and information flow and automate processes where beneficial ■ Ensure all academic departments have evening and weekend hours ■ Update existing communications tools, including QC’s website ■ Renovate and develop our physical space (e.g., extra classrooms, consider additional student residency possibilities)
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