



# Coalition for College and Career Readiness

*Toni Glasscoe  
Project Lead*

## **Outcome:**

All students in the tri-county region will be college and career ready upon graduation from K-12.

## **Ongoing Activities:**

As a result of the strategic planning process, new LCC volunteers joined the coalition. The most recent C3R Summit was held January 2020, which was the 12<sup>th</sup> summit.



# Customer Relations Communication Plan

*Kellee Goff & Toni Glasscoe  
Project Leads*

## **Outcome:**

Develop, implement and track principles of good customer relationship management.

## **Ongoing activities:**

- Capture contact information for each organization.
- Document interactions with each organization.
- Send automated communications in isolation or in batch with tracking ability of what communications were sent.
- Run reports to pull data and to help determine the appropriate organizations to contact to avoid duplication.



# Student Community Engagement Workgroup

*To Be Determined  
Project Lead*

## **Outcome:**

Increase the number of service learning opportunities for students. Increase the number of internships and apprenticeships with employers.

## **Ongoing Activities:**

Work on this project will begin in May 2020.