Drawn from the Wayne College Strategic Plan and the Business Operations Strategic Plan, this document provides focus for the Bookstore over the years 2008-2010.

Mission: The mission of the Bookstore is to enhance and support the academic and administrative goals of the College by offering stellar customer service and providing the appropriate instructional materials to support an effective learning environment.

The priorities in this plan derive directly from the initiatives in the Strategic Plan, as referenced below.

**Priority 1:** Achieve student satisfaction ratings above the median of peer institutions. (1B)

   A. Improve customer service by creating a retail environment that is friendly, efficient and operated with student and faculty satisfaction in mind.

**Priority 2:** Carry out the construction of the D-Wing and the Student Life Building projects. (5B)

   A. Create a new expanded space in the Student Life Building that ensures the Bookstore will meet the needs of the campus and community