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- Make sure all questions get answered efficiently; one stop shop
 - Advising to identify best fit for intended major
 - Onboarding
 - Utilizing technology
 - Eliminating redundancies



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- Real time, high quality, accessible tools
 - Systems need to talk to each other
 - Training
 - Identifying and eliminating redundancies and duplication of efforts



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- Recruitment and onboarding
 - Position management process
 - Professional development and ~~Recruitment~~

