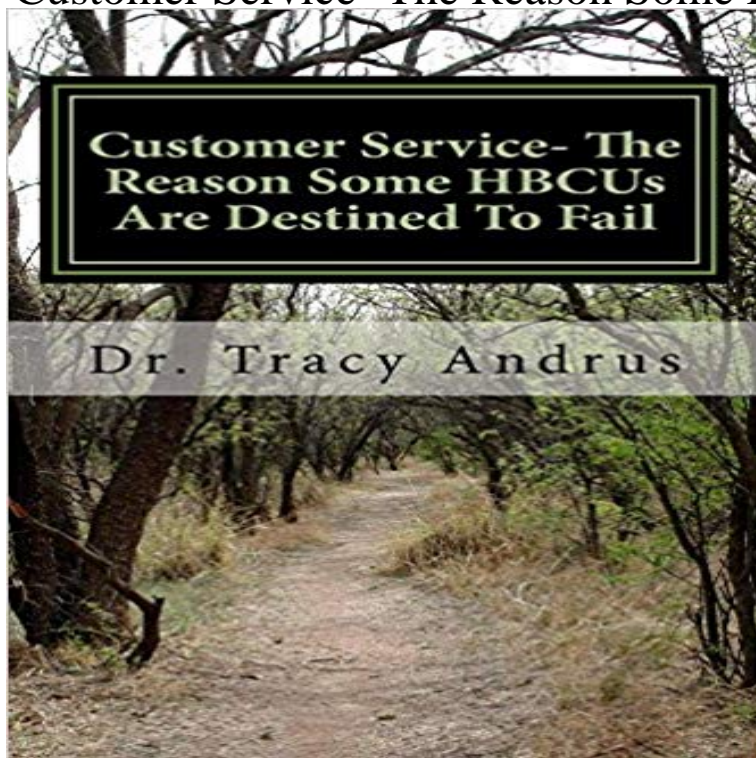


## Customer Service- The Reason Some HBCUs Are Destined To Fail



This book takes a critical look at historically black colleges and universities in regards to customer service. This book analyzes what is right and wrong with HBCUs in the 21st century and the paradigm shift being experienced with higher education throughout America. This book is a must read for college administrators, faculty, students and those interested in higher education at HBCUs.

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