



# **Customer Service - The Reason Some HBCUs are Destined to Fail: The Urgent Plight To Save Historically Black Colleges and Universities In America**

*Dr. Tracy Andrus, Dr. Doshie Piper, Dr. Teresa Francis-Divine, Dr. Georgen Guerrero, Heather Alaniz,  
Vachon Venters, Dr. Julian Scott, Dr. Sonya Burnett-Andrus*

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This book takes a look at historically black colleges and universities in the twenty-first century and analyzes the strengths and weaknesses of HBCUs with a concentration on customer service. This book discusses the triumphs, perils and successes of HBCUs. This is a must read for students, faculty and administrators of HBCUs. This book helps the laymen understand the significance of HBCUs in this present age of technology. This book covers what is right and what is wrong with HBCUs. While not bashing HBCUs the authors give candid advice on what they think will strengthen HBCUs in the years to come. This is definitely a good read for anyone in higher education.

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