

**Austin Community College Internal Customer Satisfaction Survey of Fall 2000 Services
Status of Improvements as of April 30, 2002**

| Office & Responsible Person | Improvement Actions | Progress as of April 30, 2002 | Estimated Completion Date |
|--|--|--|--------------------------------------|
| ACCNet Services Gary Weseman | Begin surveying internal customers to determine satisfaction and areas of improvement. | Internet Services staff is preparing an online survey. Survey is complete. Follow-up emails with link to online survey are being sent upon closure of log. | 3/31/02 |
| ACCNet Services Fin Coll/ George Goebel | Upgrade or replace Help Desk software. Train all PC Techs, Help Desk Techs and Operations staff on Help Desk software. | Reviewed new Remedy product. While product is impressive it is also cost prohibitive \$85k. We are currently reviewing more cost effective solutions. Staff has had lite customer service training along with good practice reminders. | 02/02 |
| ACCNet Services Gary Weseman | Review the need for customer service training. | Reviewing customer survey results to determine FY 03 customer service training needs. | 7/02 |
| ACCNet Services Gary Weseman | Department staff meetings to remind staff of customer service responsibilities. | Monthly meetings and direct communications. | Ongoing |
| Accounts Payable Kathy Dinse | Centralize A/P operations per SOCO recommendation. | Business Services has implemented the SoCo recommendation and centralized the accounts payable staff and function at HBC. We are also in the process of hiring an accounts payable supervisor, and are interviewing for an accounts payable clerk who will assume the accounts payable workload that is currently at the CYP Cashier Office. When these hiring actions are completed, the centralization of the accounts payable function and staff at HBC will be complete. | Completed |
| Accounts Payable Kathy Dinse | Hire A/P Supervisor | As stated above, we are in the process of hiring for this accounts payable supervisor position. | Completed 11/05/01 |

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| Accounts Payable Kathy Dinse | Hire additional A/P Clerk | As stated above, we are in the process of hiring for an accounts payable clerk who will assume the CYP accounts payable workload at HBC. | Completed 1/14/02 |
| Accounts Payable Kathy Dinse And A/P Supervisor | Process payment for all purchases in the Datatel system within stated invoice terms. | (1)Accounts payable is developing an exception report that will identify outstanding purchase orders that have not been paid. This will expedite timely processing of invoices and payment. (2)Also, each accounts payable employee has been instructed and is making significant progress to proactively review and timely process invoices that are on hand. (3)Accounts payable is working with the purchasing department to establish procedures to reduce and alleviate purchases being made outside the Datatel system, such as advertising and office supplies. | (1) Completed (2)ongoing (3)12/31/01 on-going multi-department effort |
| Accounts Payable Kathy Dinse Leslie Sabin | Communicate to all college departments that all invoices need to be sent to A/P. | Accounts payable is working with the purchasing department and other affected ACC departments in order to develop and issue a memo from the Vice President that will require all invoices be sent and marked to the attention of the accounts payable department. | 10/30/01 Completed |
| Accounts Payable Kathy Dinse And A/P Supervisor | Include customer service training as part of each A/P employee's professional development. | We will educate and make each employee aware of positive and proactive customer service orientation as part of the PEP process, and by sending employees to selected seminars and workshops. | Ongoing for FY2002 |

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| Dean, Arts/Humanities CCone | Upgrade (1) Administrative Assistant Position to Senior Secretary | Completed November 2001 | January 2002 |
| Dean, Arts/Humanities CCone & Staff | Clearly define staff responsibilities, lines of reporting, & minimize task duplications. | Completed November 2001 | January 2002 |
| Dean, Arts/Humanities CCone & Staff | Re-design office to prioritize front line customer service & traffic control | Completed January 2002. | Initiate October 2001 |
| Dean, Arts/Humanities Rio Grande Staff | Rio Grande Office Staff present 99% to assists walk-ins & answer phone calls | Completed November 2001 | October 2001 |
| Dean, Arts/Humanities CCone & Staff | Assign (1) Staff Major Responsibility to customer service, traffic control & appointments | Completed November 2001 | Initiate October 2001 |
| Dean, Arts/Humanities CCone & Staff | Design & Implement On-line Worksite to include Task Timeline, Task Forms, & Auto Deadline Reminders | In progress, to be completed August 2002 | March 2002 |
| Dean, Arts/Humanities CCone & Staff | Design Database layout & input community contacts & benefactors for event mail outs | Completed November 2001 | May 2002 |
| Dean, Arts/Humanities CCone, PCs & Staff | Design, Print, & Mail Annual Fine Arts Season Brochure to community contacts | Completed January 2002. | August 2002 |
| Dean, Arts/Humanities CCone, PCs & Staff | Annual Women's Fine Arts Festival to include guest presenters & showings, & student showings & scholarships. | In progress and scheduled for November 8-17, 2002 | Annual November Event |

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| Dean, Math & Sciences David Fonken | Among the eight dean areas, the Math/Sciences Dean's Office has the smallest office staff (one administrative assistant). Since this office serves the largest number of students, faculty and staff among the eight dean areas, it has been a challenge to provide timely service. To improve the quality of service, we hired a second administrative assistant. | Completed. | September 1, 2001 |
| Continuing Education Sandra Gaskin | Redesign student evaluation of classes to better reflect areas for improvement for all of CE | Scantron equipment in place. Training for development of customized survey tool proceeding. Completed. | 12/2001 |
| Continuing Education | Changes in staff has created better communication between CE and other college departments | Completed | |
| Continuing Education Sandra Gaskin | Staff meetings for leadership team will include discussions on Customer Service improvement | Regularly scheduled staff meeting and CE marketing committee meetings are discussing this topic. Staff development films have been shown during the Leadership Team meetings. Many of the ideas presented have been acted on. A new CE committee structure has been developed which deals with on-going improvement in many areas in continuing education. Completed and will continue | Ongoing |
| HBC Room Scheduling Linda Morrison | Staff Area with Fulltime Person | Completed. Last year this function was shared with a fulltime staff member who had to manage function with other duties and part time hourly staff. Now, with fulltime person is in place, process is getting better. | |

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| HBC Room Scheduling Linda Morison | Support staff taking Customer Service classes. | Completed. Required class for professional development. | |
| HBC Room Scheduling Linda Morrison | Cross Training of support staff | In process of having back-up staff trained in job function. Completed. | 10/01/01 (on-going) |
| HBC Room Scheduling Linda Morrison | Procedures being developed | Working on procedures to make sure staff knows about using correct rooms. Customers are just going to empty rooms and not scheduling. This creates problems when room has been scheduled. Completed. | 11/01/01 |
| HBC Room Scheduling I.T. | New Scheduling Software | College is looking at this. Resource Scheduler 25 will be tested for Fall 2002. | On-going |
| Faculty Evaluation Boyd Bush IT staff | Write new Faculty Evaluation Report program to correct problems with old system. | Completed. New program is written. IT staff members are currently working out minor file processing problems. | Oct 2001 |
| Faculty Evaluation Boyd Bush Evaluation Committee | Change distribution system for Faculty Evaluation Reports. | Completed - Reports distributed directly to faculty members and TFC/PCs according to the datatel assignment. Part of new Evaluation Report Program. | May 2001 |
| Faculty Evaluation Boyd Bush Evaluation Committee | Redesign Faculty Evaluation Assessment Instrument to streamline the distribution process. | Completed - Previously, five forms were needed for student evaluations. Now, only one form is needed. Course and instructor information and instructions are now provided on the outside of the distribution envelope. | May 2001 |

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| Faculty Evaluation Boyd Bush Evaluation Committee | Write Faculty Evaluation Procedures Manual. | Completed - Procedures Manual written with input and approval from the evaluation committee, EVP, AVPs, Deans, TFC/PCs, faculty senate, adjunct faculty association, full-time faculty and adjunct faculty. | August 2001 |
| Faculty Evaluation Boyd Bush Evaluation Committee | Adopt new Faculty Evaluation Administrative Rule. | Completed - AR written with input and approval from the evaluation committee, EVP, AVPs, Deans, TFC/PCs, faculty senate, adjunct faculty association, full-time faculty and adjunct faculty. | August 2001 |
| Faculty Evaluation Boyd Bush Stevan Sanchez | Post new procedures manual, administrative rule, portfolio process and timelines on the Faculty Evaluation Website | Completed - Website has been changed to reflect the new Faculty Evaluation process. | Sept 2001 |
| Employment Erica Breedlove | Implement applicant tracking to make applicant information readily available. | IT is creating the program and process. | August 1, 2002 |
| Employment Erica Breedlove | Reduce turnover of employees; fill vacant positions. | Completed | Nov. 1, 2000 |
| Employment Erica Breedlove | Implement on-line applications to reduce necessity to mail applications. | IT is creating the program and process. | August 1, 2002 |
| Employment Erica Breedlove | Develop on-line automatic letter in response to inquiries | IT is creating the program and process. | Feb. 1, 2002 |
| Employment Gerry Tucker/ Staff Development | Conduct customer service training | Revised schedule due to budget. Marketing is developing training program. | Dec. 1, 2001 |
| Employment Gerry Tucker | Attend staff retreat to develop vision and mission of HR | Completed | 10/01 |
| Employment Erica Breedlove | Create point-of-service survey for feedback | Completed | 10/01 |

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| Employment Erica Breedlove Deborah Salinas Gerry Tucker | Create clear guidelines of employment procedures | In process | June 1, 2002 |
| Employment Erica Breedlove Staff Development | Develop employee training programs on areas of interest | Completed. Created new Supervisors Training Program | |
| Compensation Gerry Tucker | Increase staffing | Completed —however, temp reduction due to hiring freeze | completed |
| Compensation Vicki West | Develop a more personal approach to communicating with individuals | Researching options | On-going |
| Compensation Vicki West | Increase written communication to relay outcomes and results | Completed. Memos are created to supervisors on HR Comp decisions | On-going |
| Compensation Gerry Tucker/ Staff Development | Conduct customer service training | Revised schedule due to budget. Marketing is developing training program | Dec. 1, 2002 |
| Compensation Gerry Tucker | Attend staff retreat to develop vision and mission of HR | Completed | 10/01 |
| Compensation Vicki West | Reduce paperwork in order to serve customers in a timely manner | Researching | On-going |
| Compensation Vicki West | Develop written guidelines so employees will know the rules to ensure fair treatment of employees | Process will begin upon completion of annual compensation survey | August 1, 2002 |
| Compensation Vicki West | Develop more effective mechanisms for communicating outcomes and decisions | Official letters are sent re: offers of employment and placement. | On-going |
| AVP HR Gerry Tucker | Visit with Classified and Prof-Tech employee associations to discuss concerns | AVP attends monthly meetings. | On-going |

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| AVP HR Gerry Tucker | Provide feedback to associations regarding positive actions taken in response to requests/inquiries | Minutes document actions taken in response to Association requests: AVP provides monthly reports as needed. | On-going |
| AVP HR Gerry Tucker | Develop a mechanism to communicate policies, procedures and decisions | Completed. Policies and procedures are now on the Web. Created an HR Reference Guide. | Dec. 1, 2000 |
| AVP HR Gerry Tucker | Visit campuses to talk with employees | AVP meets with employee officers monthly to discuss concerns. HR Focus Groups held to visit campuses. Completed. | Completed |
| AVP HR Gerry Tucker | Attend customer service training | Training program is being developed with Marketing.. Revised schedule due to budget. | Dec. 1, 2002 |
| AVP HR Gerry Tucker | Attend staff retreat to develop vision and mission of HR | Completed | 10/01 |
| AVP HR Gerry Tucker | Listen to employee concerns and provide written feedback regarding outcomes | On-going monthly meetings | On-going |
| AVP HR Gerry Tucker | Respond to each person within same day of contact | Achieved on a daily basis. | On-going |
| AVP HR Gerry Tucker | Focus group with employee groups to discuss improvement of services | Completed. Focus group on each campus was conducted in April 2002. | completed |
| AVP HR Gerry Tucker | Develop directory of HR services and contact information | Completed | Completed |
| AVP HR Gerry Tucker | Visit campuses to attend employee functions | On-going | On-going; target March 1, 2002 |
| AVP HR Gerry Tucker | Create point-of- service survey | Completed: Survey conducted in July & August 2001. | Completed |

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| Payroll Gerry Tucker Staff Development | Conduct customer service training | Revised schedule of training due to budget. Marketing is developing program. | Dec. 1, 2002 |
| Payroll Gerry Tucker | Conduct staff retreat to discuss mission and vision for services | Completed | 10/01 |
| Payroll Payroll Manger | Attend customer service training | Revised schedule of training due to budget. Marketing is developing program. | Dec. 1, 2002 |
| Payroll Payroll Manger | Develop team approach to pay issues | Team meets weekly to review processes & implement improvements. | On-going |
| Payroll Payroll Manager | Review and revise payroll procedures | This is an on-going process. Procedures have been revised and edits checked to ensure accuracy. | On-going |
| Payroll Payroll Manager | Develop on-line process for submitting inquiries for employees | Research needs to be done on an effective mechanism. | July 1, 2002 |
| Payroll Gerry Tucker | Transfer Payroll to HR Office to increase effectiveness and coordination of functions | Completed | Completed |
| Payroll Gerry Tucker Jerry Miller | Hire Payroll Manager | Completed | Completed |
| Payroll Gerry Tucker Payroll Manager | Develop policies, procedures and guidelines | In-process | August 1, 2002 |
| Payroll Gerry Tucker Payroll Manager | Develop point-of-service survey | Completed | Completed |
| Payroll Payroll Manager | Develop training programs for supervisors with responsibility for employee timesheets, etc. | In process. ETime training is held each month. | August 1, 2002 |

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| Payroll Payroll Manger IT | Develop on-line timesheets to increase efficiency, reduce errors | Implementing in phases | August 31, 2002 |
| Personnel Records Bobetta Burns IT | Develop on-line transactions to reduce paperwork | Completed: PA form and hourly process has been revised. | Completed |
| Personnel Records Bobetta Burns | Develop procedures and guidelines for all transactions | In process | June 1, 2002 |
| Personnel Records Bobetta Burns | Attend customer service training | Revised schedule due to budget; marketing is developing the training program. | Dec. 1, 2002 |
| Personnel Records Gerry Tucker | Attend staff retreat to develop vision and mission of HR | Completed | Completed |
| Personnel Records Bobetta Burns | Provide written communication re: decisions to ensure clarity and basis for decisions | Completed. Memos provided to associations. | Completed |
| Personnel Records Bobetta Burns | Increase staffing | Staff reduced due to hiring freeze. | On-going |
| Personnel Records Bobetta Burns | Develop on-line applications for transactions | New on-line forms have been created. | On-going |
| Personnel Records Bobetta Burns | Conduct point-of-service survey | Completed | Completed |
| Benefits Gerry Tucker | Increase staff to handle volume or reassess priorities, timetables and activities | Staff reduced due to hiring freeze. | On-going |
| Benefits Jim Burgess | Develop customer service comment card to be sent to employees | Completed. Internal card survey | Completed |
| Benefits Jim Burgess | Respond to employee inquiries within same day | On-going | On-going |

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| Benefits Gerry Tucker Staff Development | Attend customer service training | Revised schedule of training due to budget. Marketing is developing program. | Dec. 1, 2002 |
| Benefits Gerry Tucker | Attend staff retreat to develop vision and mission of HR | Completed | Completed |
| Benefits Jim Burgess | Visit campus sites to provide information to employees | Completed. | Completed |
| Benefits Jim Burgess IT | Increase efficiency of operations by implementing computer programs which will reduce manual transactions | In- process | On-going |
| Benefits Jim Burgess IT | Develop on-line web application that will allow employees access to their benefit information | Not planned until 2004 due to staffing. | Sept. 1, 2004 |
| Benefits Jim Burgess | Streamline information to be more user friendly | On-going. | On-going |
| Marketing & Public Info Executive Ed Osborn | Publish User's Manual online to help ACC staff and faculty understand and request Marketing Department services. | Completed | Sept. 1, 2001 |
| Marketing & Public Info Executive Ed Osborn | Meet more frequently with deans, program coordinators and taskforce chairs to determine their marketing and public relations needs and share concerns/resolve issues. | Marketing executive has met with all four new deans. Other Marketing Dept. staff meet frequently with program coordinators and taskforce chairs. | Ongoing |

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| Marketing & Public Info Executive Ed Osborn | Develop procedures manual for Marketing Department to provide for greater continuity during staffing changes and to improve efficiency and productivity. | 60% of Procedures Manual completed: projected final completion date of May 31, 2002. | May 31, 2002 |
| Marketing & Public Info Executive Ed Osborn | Improve proofreading system to ensure efficiency and promptness of service. | Style Manual published; proofreading process established for each publication category. | Jan. 1, 2002 |
| Marketing & Public Info Executive Ed Osborn | Added marketing specialist to assist in providing direct service to faculty and staff departments. Work plan prioritized to identify programs and departments most in need of marketing services. | Faculty committee gave FY01-02 report in October 2001; FY01-02 priorities and budget established. | January 2001 |
| Marketing & Public Info Executive Ed Osborn | Web designer to be hired. Will meet web needs of departments in timelier manner while freeing up Marketing Executive to provide more consultation and services to departments. | Designer hired; new web design [to be] posted on May 1, 2002. Academic dept pages being updated on ongoing, as needed basis. | November 2001 |
| Marketing & Public Info Executive Ed Osborn | Executive and entire Marketing Department will be taking the new "Building a Service Community" course together | Course written; training dates under review. Postponed by HR until Fall 2002 | December 31, 2001 |
| Marketing & Public Info Executive Ed Osborn | Additional teambuilding and service orientation training to be provided to Marketing Department by outside consultant. | Completed November 2001 | |