

**Improvement Plans and Progress as of April 2003
in Response to the ACC Internal Customer Survey conducted in Spring 2002**

Office & Responsible Person	Improvement Actions	Progress as of April 1, 2003	Estimated Completion Date
Bookstore Sharon King Instruct Support Svcs	Expand annual Course Materials Ordering Training to include hands-on Datatel training and inventory maintenance	Completed FA02 training. Begin planning for FA03 training	September 2003
Bookstore Sharon King Instruct Support Svcs	Increase one-on-one training with employees responsible for course materials ordering	Appointments for one-on-one training sessions by Curriculum Instruction staff began the week after annual training	Ongoing
Bookstore Sharon King Instruct Support Svcs	Revise Course Materials Ordering Procedures	Distributed current procedures to Bookstore Task Force for input	Completed
Bookstore Sharon King Instruct Support Svcs	Expand Bookstore Task Force for wider representation college wide	Representatives from AFA, Faculty Senate, APFT, OPC, and Classified Association have been delegated	Completed
Bookstore Jeanette Lien Sharon King Instruct Support Svcs	ACC Bookstore manager will provide listing of course materials ordered and quantity to share with departments for verification to ensure accuracy	In progress – updated list of rubric with appropriate TFC/PC/Admin Assistant point of contact	Completed
Bookstore Jeanette Lien and Instructional Support Services/Sharon King	Exemption from order adjustments for select departments	Draft exemption memo for review by BIO Task Force	Completed
Instructional Support Services/Sharon King and Bookstore/Jeanette Lien	Increase awareness of Bookstore operations/ordering process via presentations at faculty development/orientations; Deans/PC/TFC meetings; Department TF meetings/Bulletin Board	Distributed September Bookstore TF meeting minutes to Deans/TFC/PC; Presented at August F/T faculty orientation and manned Bookstore booth at Fall02 Faculty Development	Ongoing

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Accounts Payable Kathy Dinse Accounting Mgr David Halm A/P Supervisor	Complete centralization of the A/P Staff in one department	As of February 2002, the entire A/P staff resides under one roof. With the hiring of an A/P supervisor, new workload schedules and reorganization plan went into effect as well as revised reports and improved customer service.	Completed
Accounts Payable Kathy Dinse Accounting Mgr David Halm A/P Supervisor	Conduct monthly A/P departmental staff meetings	These meetings are designed for the staff to discuss any issues and concerns. We collectively strategize new ways of combating problems encountered throughout the month.	Ongoing
Accounts Payable Kathy Dinse Accounting Mgr David Halm A/P Supervisor	Restructure A/P workload schedule.	The A/P workload has been divided and restructured among the staff to better accommodate specific needs. Each staff member is responsible for his or her own vendors on a daily basis. They ensure proper vouchering, processing, and payment of invoices. Proper communication to vendors and other college departments is very crucial in this process. Cross training is in effect to continue the flow of the department during any absences. This schedule is on the ACC home page web site.	Completed
Accounts Payable Kathy Dinse Accounting Mgr David Halm A/P Supervisor	Create query reports to better serve A/P needs	1) A query report has been created to show all pertinent invoice information on one report. This report has greatly expedited the check run process to meet the 2:30 pm positive pay deadline to ensure proper	Completed

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		<p>cashing of vendor and A/P employee checks.</p> <p>2) Another query report is being created to where each staff will be able to run a report to give them a listing of all their vouchering for a specified day. This will help catch and correct any errors sooner.</p>	Completed
<p>Accounts Payable Kathy Dinse Accounting Mgr David Halm A/P Supervisor</p>	<p>Educate ACC staff on A/P reimbursement procedures</p>	<p>A/P staff, together with the purchasing department, has participated in PEP training classes. This training provided an outline on travel, petty cash, and mileage procedures. The proper completion of approvals and total processes were discussed in this training to promote speedy payment. A copy of these procedures was sent to each department for their reference.</p>	Completed
<p>Accounts Payable Kathy Dinse Accounting Mgr David Halm A/P Supervisor</p>	<p>Communicate on all levels with all college and purchasing departments concerning payment of invoices.</p>	<p>A/P staff is working on better correspondence with other departments to ensure proper payment of invoices and reimbursement to ACC employees. Invoices are now being sent directly to the A/P department, alerting us that a purchase has been made. If departments have not created Datatel entries properly, they will be notified by A/P staff in order to meet the payment due date.</p>	Ongoing
<p>Purchasing Gilbert Rodriquez</p>	<p>Increase establishment of contracts for services and commodities.</p>	<p>Requests for proposals and bids are being sent out and negotiated for the best value for the College. Increase Purchasing resources and eliminating the need to request quotes and</p>	Ongoing September '03

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		bids. This would expedite the Purchasing processes by reducing the lead time to acquire quotes and pricing.	
Purchasing Rica Greenwood Gary Siddons	Establish contracts with online ordering capabilities.	Established several contracts. a. Science materials contract ordering will be online utilizing the Contractor's web pages. b. Items for maintenance, repair and operation (MRO) will be ordered on-line using the contract vendor's web pages. The online ordering process reduces the administrative lead time and eliminates the need to create requisitions. Users can create blanket purchase orders (BPO's) linked to the contract, place orders online, and process straight to GL accounting. This eliminates the time to create and process a purchase order for each purchase.	Complete November 2002
Purchasing Rodney Wheeler	Implement the use of the Procurement Card college-wide.	Conducted initial pilot program for the College procurement card in November 2001. Number of procurement card users increased to 35 in August 2002. The numbers of users will more than double as the final pilot program group completes training in October 2002. Full College-wide implementation is expected in January 2003. The use of the procurement card will greatly reduce the need for submitted requisitions and purchase order processing for small purchase	January 2003 July '03

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		orders under \$1,000. This will eliminate the administrative lead time and request approvals.	
Purchasing Gilbert Rodriquez	Implement Datatel on-line approval module.	Received Datatel training by Datatel consultant in June 2002. Update Datatel screens to implement process. Construct budget approval tree to establish required levels of approval. Review training requirements for all customers. The Datatel online approval process will reduce the lag time caused in transferring hard copy documents across departments or campuses for budget approval.	January 2003 July '03
Faculty Evaluation Boyd Bush	Modify Faculty Evaluation Report program to create more timely reports.	Completed.	Complete
Faculty Evaluation Boyd Bush	Adopt new Faculty Evaluation Procedures Manual.	Completed.	Complete
Faculty Evaluation Boyd Bush	Meet with faculty representatives to review entire evaluation system and make changes to insure timeline compliance.	Completed.	Complete
Faculty Evaluation Boyd Bush	Adopt new Faculty Evaluation Administrative Rule.	Will present AR to the ACAC for approval at June 13 meeting	Summer 2003
Faculty Evaluation Boyd Bush	Post all Faculty Evaluation information on the Faculty Evaluation website	Website is being regularly updated to reflect the new Faculty Evaluation process.	Ongoing

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Human Resources Rhonda Fenner	Visit campuses to meet with employees	First quarterly visit scheduled October 30, 2002. There have been three campus visits.	June 1, 2003
Human Resources Supervisors	Develop and complete written procedures with processes	Procedures manual has been created and is being edited.	June 1, 2003
Human Resources Staff Development	Customer Service quarterly training for staff	First quarter session conducted on July 15, 2002. Second session has been conducted.	June 1, 2003
Human Resources Supervisors	Update HR Web Site quarterly	Website is updated monthly.	Ongoing
Human Resources Gerry Tucker	Develop HR Organization Reference	Completed and on web site October 15, 2002	Complete
Human Resources Gerry Tucker	Increase written communications to employees	First memo sent October 15, 2002; HR Updates continue to be sent monthly.	Ongoing
Human Resources Supervisors	Develop more visibility by on campus visits. Staff will purchase t-shirts to wear on campus	Researching t-shirts to wear on campus; cost is an issue	August 31, 2003
Human Resources Supervisors	Get employee feedback; Developing quarterly survey to get on-going feedback	Researching	August 31, 2003
Human Resources Rhonda Fenner	Increase access; employees want to reach an HR representative	Telephones have been re-programmed; new phones will be ordered	August 31, 2003
Human Resources Supervisors	Increase visibility w/Employee Associations; Send info directly to representative	Supervisors will attend meetings to discuss current issues; HR AVP has addressed non-faculty associations once per semester	August 31, 2003

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Human Resources Gerry Tucker	Develop an HR Bulletin Board on campuses	Researching w/Campus Managers	August 31, 2003
Human Resources Supervisors	Increase internal department communication; Sections will meet across sections for cross-training	Researching	August 31, 2003
Marketing & Public Info Executive Ed Osborn	Meet with all deans to establish FY03 marketing priorities Meet with deans to establish FY04 marketing priorities.	Completed. Will meet in June-July following FY04 budget development.	Sept. 10, 2002 August 1, 2003
Marketing & Public Info Executive Ed Osborn	Conduct in-service for faculty at Faculty Development Day	August 23, 2002	Completed.
Marketing & Public Info Executive Ed Osborn	Meet with individual deans and their program coordinators/taskforce chairs	Ongoing	Ongoing
Marketing & Public Info Executive Ed Osborn	Develop point of service survey and administer periodically to MPIE clients	Currently being used in Word Processing area.	Completed
Marketing & Public Info Executive Ed Osborn	Promote department's online user's manual to faculty and staff	Ongoing	Ongoing
Marketing & Public Info Executive Ed Osborn	Publish department's procedures manual	Written and compiled. Being published in hard copy form	May 31, 2003