

# 2004 ICS Improvement Plans

Office/Service: Faculty and Staff Evaluation Office

Intended Outcome: No more than 15% of internal customers will be dissatisfied with this office/service

STEPS	ACTIONS and RESULTS	DUE DATE
<p><b>1: Identify specific areas of dissatisfaction.</b></p> <p><i>Why are ACC internal customers dissatisfied with your service, attitude, or promptness?</i></p>	<p><i>Describe how and when you gathered additional data on internal customers' dissatisfaction.</i></p> <p>On January 11, 2005 and February 11, 2005 the Faculty and Staff Evaluation Committee convened a meeting of the ICS focus group on Faculty Evaluation. Questions were asked of focus group concerning overall satisfaction with Faculty Evaluation and specific areas of needed improvement. The information collected was further discussed with the Faculty and Staff Evaluation Committee and recommendations for improvement were made.</p>	<p>1/14/05</p>
<p><b>2: Determine approach to address the issues identified.</b></p> <p><i>How will you address the concerns of ACC internal customers?</i></p>	<p><i>Describe what change(s) you will make and what targets for performance you will set.</i></p> <p>Based on the feed back from the ICS focus group on Faculty Evaluation and the Faculty and Staff Evaluation Committee the following recommended improvements made:</p> <ol style="list-style-type: none"> <li>1. Continue using labels on evaluation packets to communicate evaluation timelines</li> <li>2. Provide more pencils to the campuses during the evaluation cycle</li> <li>3. Modify report distribution process to deliver to faculty member's campus mailbox, not campus pay station</li> <li>4. Add evaluation messages to the ACC cable channel</li> </ol>	<p>2/15/05</p>
<p><b>3: Prepare and implement an action plan.</b></p> <p><i>What will you do to address the concerns of ACC internal customers?</i></p>	<p><i>What actions will you take? When? What measurements and targets will you use?</i></p> <ol style="list-style-type: none"> <li>1. Continue current labeling process</li> <li>2. Purchase and distribute more pencils during each evaluation period – September 1, 2005</li> <li>3. Submit new request to IT to create distribution labels with current campus location for each faculty member – Submit request by April 1, 2005</li> <li>4. Contact Video services to request evaluation messages be posted on ACC cable channel – March 11, 2005</li> </ol>	<p>Plan by 2/15/05 Implement through 5/1/05</p>

<p><b>4: Evaluate the effectiveness of the action plan.</b></p> <p><i>How well did you address the concerns of ACC internal customers?</i></p>	<p><i>List results of the action steps. If successful and complete, list how you determined whether internal customers' needs were better met</i></p>	<p>6/1/05</p>
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