

2004 ICS Improvement Plans

Office/Service: **INTERNATIONAL PROGRAMS**

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

STEPS	ACTIONS and RESULTS	DUE DATE
<p>1: Identify specific areas of dissatisfaction.</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>Effective September 1, 2004, International Programs changed its complete permanent staff and is in the process of establishing new and revised procedures to better meet the needs of ACC faculty, staff, and students. An important part of this process is the establishment of an internal advisory committee which will advise and guide the activities and services of this office.</p>	<p>1/14/05</p>
<p>2: Determine approach to address the issues identified.</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>The International Programs Internal Advisory Committee will meet and provide guidance and feedback on IP activities. In addition, IP staff is currently creating and updating policies and procedures that relate to International Programs activities/</p>	<p>2/15/05</p>
<p>3: Prepare and implement an action plan.</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>	<p>Plan by 2/15/05 Implement through 5/1/05</p>
<p>4: Evaluate the effectiveness of the action plan.</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>