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**Unit Review Leader:** Linda Morrison

**Unit Name:** Centers

**1. What improvements have been planned/implemented:**

Provide a focused and accessible resource to enhance the standardization of operating procedures of all center administrative operations across the district. (i.e. Center Operations website with access to a procedures manual.)

**2. How did you decide that these improvements would benefit your unit (or what weakness is the unit trying to improve?)**

ACC Centers are staffed with hourly (part-time) personnel with little direct interaction with ACC Administrative Services. Hourly staffing is flexible and transient which requires a consistent form of communication and training to inform center staff of current Center Operations processes and procedures.

**3. Measures: (what measures are going to be used to determine if the improvements were successful.)**

Administer an annual survey/evaluation to center staff to determine their knowledge of current processes and procedures.

**3a. Baseline data: (the data used to determine improvements were needed)**

An initial survey of current hourly and staffing table personnel at each Center to determine their knowledge of processes and procedures

**3b. Target goals: (the data that shows your improvements have achieved your goals)**

Completion of a Center Operations webpage with specific content related to current operational processes and procedures.

**3c. Current data: (where you are currently in reaching your target)**

1. Designing a survey/evaluation to distribute to center staff.
2. Collecting and composing appropriate operational processes and procedures for a Center Operations Procedure Manual.

**Narrative:**

This is the initial phase of this improvement. We are working on designing the survey/evaluation and gathering pertinent information for the design of the website and documenting procedures.