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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.