

**Austin Community College Internal Customer Satisfaction Survey of Fall 2000 Services
Status of Improvements as of April 30, 2002**

Office & Responsible Person	Improvement Actions	Progress as of April 30, 2002	Estimated Completion Date
ACCNet Services Gary Weseman	Begin surveying internal customers to determine satisfaction and areas of improvement.	Internet Services staff is preparing an online survey. Survey is complete. Follow-up emails with link to online survey are being sent upon closure of log.	3/31/02
ACCNet Services Fin Coll/ George Goebel	Upgrade or replace Help Desk software. Train all PC Techs, Help Desk Techs and Operations staff on Help Desk software.	Reviewed new Remedy product. While product is impressive it is also cost prohibitive \$85k. We are currently reviewing more cost effective solutions. Staff has had lite customer service training along with good practice reminders.	02/02
ACCNet Services Gary Weseman	Review the need for customer service training.	Reviewing customer survey results to determine FY 03 customer service training needs.	7/02
ACCNet Services Gary Weseman	Department staff meetings to remind staff of customer service responsibilities.	Monthly meetings and direct communications.	Ongoing
Accounts Payable Kathy Dinse	Centralize A/P operations per SOCO recommendation.	Business Services has implemented the SoCo recommendation and centralized the accounts payable staff and function at HBC. We are also in the process of hiring an accounts payable supervisor, and are interviewing for an accounts payable clerk who will assume the accounts payable workload that is currently at the CYP Cashier Office. When these hiring actions are completed, the centralization of the accounts payable function and staff at HBC will be complete.	Completed
Accounts Payable Kathy Dinse	Hire A/P Supervisor	As stated above, we are in the process of hiring for this accounts payable supervisor position.	Completed 11/05/01

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Accounts Payable Kathy Dinse	Hire additional A/P Clerk	As stated above, we are in the process of hiring for an accounts payable clerk who will assume the CYP accounts payable workload at HBC.	Completed 1/14/02
Accounts Payable Kathy Dinse And A/P Supervisor	Process payment for all purchases in the Datatel system within stated invoice terms.	(1)Accounts payable is developing an exception report that will identify outstanding purchase orders that have not been paid. This will expedite timely processing of invoices and payment. (2)Also, each accounts payable employee has been instructed and is making significant progress to proactively review and timely process invoices that are on hand. (3)Accounts payable is working with the purchasing department to establish procedures to reduce and alleviate purchases being made outside the Datatel system, such as advertising and office supplies.	(1) Completed (2)ongoing (3)12/31/01 on-going multi-department effort
Accounts Payable Kathy Dinse Leslie Sabin	Communicate to all college departments that all invoices need to be sent to A/P.	Accounts payable is working with the purchasing department and other affected ACC departments in order to develop and issue a memo from the Vice President that will require all invoices be sent and marked to the attention of the accounts payable department.	10/30/01 Completed
Accounts Payable Kathy Dinse And A/P Supervisor	Include customer service training as part of each A/P employee's professional development.	We will educate and make each employee aware of positive and proactive customer service orientation as part of the PEP process, and by sending employees to selected seminars and workshops.	Ongoing for FY2002

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Dean, Arts/Humanities CCone	Upgrade (1) Administrative Assistant Position to Senior Secretary	Completed November 2001	January 2002
Dean, Arts/Humanities CCone & Staff	Clearly define staff responsibilities, lines of reporting, & minimize task duplications.	Completed November 2001	January 2002
Dean, Arts/Humanities CCone & Staff	Re-design office to prioritize front line customer service & traffic control	Completed January 2002.	Initiate October 2001
Dean, Arts/Humanities Rio Grande Staff	Rio Grande Office Staff present 99% to assists walk-ins & answer phone calls	Completed November 2001	October 2001
Dean, Arts/Humanities CCone & Staff	Assign (1) Staff Major Responsibility to customer service, traffic control & appointments	Completed November 2001	Initiate October 2001
Dean, Arts/Humanities CCone & Staff	Design & Implement On-line Worksite to include Task Timeline, Task Forms, & Auto Deadline Reminders	In progress, to be completed August 2002	March 2002
Dean, Arts/Humanities CCone & Staff	Design Database layout & input community contacts & benefactors for event mail outs	Completed November 2001	May 2002
Dean, Arts/Humanities CCone, PCs & Staff	Design, Print, & Mail Annual Fine Arts Season Brochure to community contacts	Completed January 2002.	August 2002
Dean, Arts/Humanities CCone, PCs & Staff	Annual Women's Fine Arts Festival to include guest presenters & showings, & student showings & scholarships.	In progress and scheduled for November 8-17, 2002	Annual November Event

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Dean, Math & Sciences David Fonken	Among the eight dean areas, the Math/Sciences Dean's Office has the smallest office staff (one administrative assistant). Since this office serves the largest number of students, faculty and staff among the eight dean areas, it has been a challenge to provide timely service. To improve the quality of service, we hired a second administrative assistant.	Completed.	September 1, 2001
Continuing Education Sandra Gaskin	Redesign student evaluation of classes to better reflect areas for improvement for all of CE	Scantron equipment in place. Training for development of customized survey tool proceeding. Completed.	12/2001
Continuing Education	Changes in staff has created better communication between CE and other college departments	Completed	
Continuing Education Sandra Gaskin	Staff meetings for leadership team will include discussions on Customer Service improvement	Regularly scheduled staff meeting and CE marketing committee meetings are discussing this topic. Staff development films have been shown during the Leadership Team meetings. Many of the ideas presented have been acted on. A new CE committee structure has been developed which deals with on-going improvement in many areas in continuing education. Completed and will continue	Ongoing
HBC Room Scheduling Linda Morrison	Staff Area with Fulltime Person	Completed. Last year this function was shared with a fulltime staff member who had to manage function with other duties and part time hourly staff. Now, with fulltime person is in place, process is getting better.	

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HBC Room Scheduling Linda Morison	Support staff taking Customer Service classes.	Completed. Required class for professional development.	
HBC Room Scheduling Linda Morrison	Cross Training of support staff	In process of having back-up staff trained in job function. Completed.	10/01/01 (on-going)
HBC Room Scheduling Linda Morrison	Procedures being developed	Working on procedures to make sure staff knows about using correct rooms. Customers are just going to empty rooms and not scheduling. This creates problems when room has been scheduled. Completed.	11/01/01
HBC Room Scheduling I.T.	New Scheduling Software	College is looking at this. Resource Scheduler 25 will be tested for Fall 2002.	On-going
Faculty Evaluation Boyd Bush IT staff	Write new Faculty Evaluation Report program to correct problems with old system.	Completed. New program is written. IT staff members are currently working out minor file processing problems.	Oct 2001
Faculty Evaluation Boyd Bush Evaluation Committee	Change distribution system for Faculty Evaluation Reports.	Completed - Reports distributed directly to faculty members and TFC/PCs according to the datatel assignment. Part of new Evaluation Report Program.	May 2001
Faculty Evaluation Boyd Bush Evaluation Committee	Redesign Faculty Evaluation Assessment Instrument to streamline the distribution process.	Completed - Previously, five forms were needed for student evaluations. Now, only one form is needed. Course and instructor information and instructions are now provided on the outside of the distribution envelope.	May 2001

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Faculty Evaluation Boyd Bush Evaluation Committee	Write Faculty Evaluation Procedures Manual.	Completed - Procedures Manual written with input and approval from the evaluation committee, EVP, AVPs, Deans, TFC/PCs, faculty senate, adjunct faculty association, full-time faculty and adjunct faculty.	August 2001
Faculty Evaluation Boyd Bush Evaluation Committee	Adopt new Faculty Evaluation Administrative Rule.	Completed - AR written with input and approval from the evaluation committee, EVP, AVPs, Deans, TFC/PCs, faculty senate, adjunct faculty association, full-time faculty and adjunct faculty.	August 2001
Faculty Evaluation Boyd Bush Stevan Sanchez	Post new procedures manual, administrative rule, portfolio process and timelines on the Faculty Evaluation Website	Completed - Website has been changed to reflect the new Faculty Evaluation process.	Sept 2001
Employment Erica Breedlove	Implement applicant tracking to make applicant information readily available.	IT is creating the program and process.	August 1, 2002
Employment Erica Breedlove	Reduce turnover of employees; fill vacant positions.	Completed	Nov. 1, 2000
Employment Erica Breedlove	Implement on-line applications to reduce necessity to mail applications.	IT is creating the program and process.	August 1, 2002
Employment Erica Breedlove	Develop on-line automatic letter in response to inquiries	IT is creating the program and process.	Feb. 1, 2002
Employment Gerry Tucker/ Staff Development	Conduct customer service training	Revised schedule due to budget. Marketing is developing training program.	Dec. 1, 2001
Employment Gerry Tucker	Attend staff retreat to develop vision and mission of HR	Completed	10/01
Employment Erica Breedlove	Create point-of-service survey for feedback	Completed	10/01

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Employment Erica Breedlove Deborah Salinas Gerry Tucker	Create clear guidelines of employment procedures	In process	June 1, 2002
Employment Erica Breedlove Staff Development	Develop employee training programs on areas of interest	Completed. Created new Supervisors Training Program	
Compensation Gerry Tucker	Increase staffing	Completed —however, temp reduction due to hiring freeze	completed
Compensation Vicki West	Develop a more personal approach to communicating with individuals	Researching options	On-going
Compensation Vicki West	Increase written communication to relay outcomes and results	Completed. Memos are created to supervisors on HR Comp decisions	On-going
Compensation Gerry Tucker/ Staff Development	Conduct customer service training	Revised schedule due to budget. Marketing is developing training program	Dec. 1, 2002
Compensation Gerry Tucker	Attend staff retreat to develop vision and mission of HR	Completed	10/01
Compensation Vicki West	Reduce paperwork in order to serve customers in a timely manner	Researching	On-going
Compensation Vicki West	Develop written guidelines so employees will know the rules to ensure fair treatment of employees	Process will begin upon completion of annual compensation survey	August 1, 2002
Compensation Vicki West	Develop more effective mechanisms for communicating outcomes and decisions	Official letters are sent re: offers of employment and placement.	On-going
AVP HR Gerry Tucker	Visit with Classified and Prof-Tech employee associations to discuss concerns	AVP attends monthly meetings.	On-going

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AVP HR Gerry Tucker	Provide feedback to associations regarding positive actions taken in response to requests/inquiries	Minutes document actions taken in response to Association requests: AVP provides monthly reports as needed.	On-going
AVP HR Gerry Tucker	Develop a mechanism to communicate policies, procedures and decisions	Completed. Policies and procedures are now on the Web. Created an HR Reference Guide.	Dec. 1, 2000
AVP HR Gerry Tucker	Visit campuses to talk with employees	AVP meets with employee officers monthly to discuss concerns. HR Focus Groups held to visit campuses. Completed.	Completed
AVP HR Gerry Tucker	Attend customer service training	Training program is being developed with Marketing.. Revised schedule due to budget.	Dec. 1, 2002
AVP HR Gerry Tucker	Attend staff retreat to develop vision and mission of HR	Completed	10/01
AVP HR Gerry Tucker	Listen to employee concerns and provide written feedback regarding outcomes	On-going monthly meetings	On-going
AVP HR Gerry Tucker	Respond to each person within same day of contact	Achieved on a daily basis.	On-going
AVP HR Gerry Tucker	Focus group with employee groups to discuss improvement of services	Completed. Focus group on each campus was conducted in April 2002.	completed
AVP HR Gerry Tucker	Develop directory of HR services and contact information	Completed	Completed
AVP HR Gerry Tucker	Visit campuses to attend employee functions	On-going	On-going; target March 1, 2002
AVP HR Gerry Tucker	Create point-of- service survey	Completed: Survey conducted in July & August 2001.	Completed

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Payroll Gerry Tucker Staff Development	Conduct customer service training	Revised schedule of training due to budget. Marketing is developing program.	Dec. 1, 2002
Payroll Gerry Tucker	Conduct staff retreat to discuss mission and vision for services	Completed	10/01
Payroll Payroll Manger	Attend customer service training	Revised schedule of training due to budget. Marketing is developing program.	Dec. 1, 2002
Payroll Payroll Manger	Develop team approach to pay issues	Team meets weekly to review processes & implement improvements.	On-going
Payroll Payroll Manager	Review and revise payroll procedures	This is an on-going process. Procedures have been revised and edits checked to ensure accuracy.	On-going
Payroll Payroll Manager	Develop on-line process for submitting inquiries for employees	Research needs to be done on an effective mechanism.	July 1, 2002
Payroll Gerry Tucker	Transfer Payroll to HR Office to increase effectiveness and coordination of functions	Completed	Completed
Payroll Gerry Tucker Jerry Miller	Hire Payroll Manager	Completed	Completed
Payroll Gerry Tucker Payroll Manager	Develop policies, procedures and guidelines	In-process	August 1, 2002
Payroll Gerry Tucker Payroll Manager	Develop point-of-service survey	Completed	Completed
Payroll Payroll Manager	Develop training programs for supervisors with responsibility for employee timesheets, etc.	In process. ETime training is held each month.	August 1, 2002

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Payroll Payroll Manger IT	Develop on-line timesheets to increase efficiency, reduce errors	Implementing in phases	August 31, 2002
Personnel Records Bobetta Burns IT	Develop on-line transactions to reduce paperwork	Completed: PA form and hourly process has been revised.	Completed
Personnel Records Bobetta Burns	Develop procedures and guidelines for all transactions	In process	June 1, 2002
Personnel Records Bobetta Burns	Attend customer service training	Revised schedule due to budget; marketing is developing the training program.	Dec. 1, 2002
Personnel Records Gerry Tucker	Attend staff retreat to develop vision and mission of HR	Completed	Completed
Personnel Records Bobetta Burns	Provide written communication re: decisions to ensure clarity and basis for decisions	Completed. Memos provided to associations.	Completed
Personnel Records Bobetta Burns	Increase staffing	Staff reduced due to hiring freeze.	On-going
Personnel Records Bobetta Burns	Develop on-line applications for transactions	New on-line forms have been created.	On-going
Personnel Records Bobetta Burns	Conduct point-of-service survey	Completed	Completed
Benefits Gerry Tucker	Increase staff to handle volume or reassess priorities, timetables and activities	Staff reduced due to hiring freeze.	On-going
Benefits Jim Burgess	Develop customer service comment card to be sent to employees	Completed. Internal card survey	Completed
Benefits Jim Burgess	Respond to employee inquiries within same day	On-going	On-going

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Benefits Gerry Tucker Staff Development	Attend customer service training	Revised schedule of training due to budget. Marketing is developing program.	Dec. 1, 2002
Benefits Gerry Tucker	Attend staff retreat to develop vision and mission of HR	Completed	Completed
Benefits Jim Burgess	Visit campus sites to provide information to employees	Completed.	Completed
Benefits Jim Burgess IT	Increase efficiency of operations by implementing computer programs which will reduce manual transactions	In- process	On-going
Benefits Jim Burgess IT	Develop on-line web application that will allow employees access to their benefit information	Not planned until 2004 due to staffing.	Sept. 1, 2004
Benefits Jim Burgess	Streamline information to be more user friendly	On-going.	On-going
Marketing & Public Info Executive Ed Osborn	Publish User's Manual online to help ACC staff and faculty understand and request Marketing Department services.	Completed	Sept. 1, 2001
Marketing & Public Info Executive Ed Osborn	Meet more frequently with deans, program coordinators and taskforce chairs to determine their marketing and public relations needs and share concerns/resolve issues.	Marketing executive has met with all four new deans. Other Marketing Dept. staff meet frequently with program coordinators and taskforce chairs.	Ongoing

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Marketing & Public Info Executive Ed Osborn	Develop procedures manual for Marketing Department to provide for greater continuity during staffing changes and to improve efficiency and productivity.	60% of Procedures Manual completed: projected final completion date of May 31, 2002.	May 31, 2002
Marketing & Public Info Executive Ed Osborn	Improve proofreading system to ensure efficiency and promptness of service.	Style Manual published; proofreading process established for each publication category.	Jan. 1, 2002
Marketing & Public Info Executive Ed Osborn	Added marketing specialist to assist in providing direct service to faculty and staff departments. Work plan prioritized to identify programs and departments most in need of marketing services.	Faculty committee gave FY01-02 report in October 2001; FY01-02 priorities and budget established.	January 2001
Marketing & Public Info Executive Ed Osborn	Web designer to be hired. Will meet web needs of departments in timelier manner while freeing up Marketing Executive to provide more consultation and services to departments.	Designer hired; new web design [to be] posted on May 1, 2002. Academic dept pages being updated on ongoing, as needed basis.	November 2001
Marketing & Public Info Executive Ed Osborn	Executive and entire Marketing Department will be taking the new "Building a Service Community" course together	Course written; training dates under review. Postponed by HR until Fall 2002	December 31, 2001
Marketing & Public Info Executive Ed Osborn	Additional teambuilding and service orientation training to be provided to Marketing Department by outside consultant.	Completed November 2001	