

Austin Community College

Status Report: Improvement Actions in Response to the Results of the Internal Customer Survey Conducted in Spring 2002 October 2002

Austin Community College's Internal Customer Survey (ICS) of Fall 2001 Services was conducted in Spring, 2002. The analysis identified twelve "highly-used" offices with twenty percent or more respondents reporting they were dissatisfied with the office's overall service. In the report that follows, these offices will be referred to as HUHD (high use and high dissatisfaction) offices. (See *Table 2 Highly-Used Offices/Services: Ratings of "Overall Quality" by Percent Dissatisfied* attached at the end of this report for the list of offices.) In September 2002, each of these offices was asked to report on the status of the actions they planned to take (or had already taken) to improve the overall quality of their services, the promptness of their service, and their service attitude. This report provides a brief analysis of the types of improvements proposed and the percentage of completed actions; a table of each office's status report, organized by administrative area; and finally, a copy of *Table 2 Highly-Used Offices/Services: Ratings of "Overall Quality" by Percent Dissatisfied* from the *Internal Customer Survey of Fall 2001 Services* for reference.

Implementation of Improvements

An examination of all of the status reports submitted revealed a total of 39 improvements planned by the twelve HUHD offices in response to the ICS conducted this past spring. As of October 1, 2002, four of these have been completed and ten are planned to be complete within the next six months. Of the remaining improvement plans, ten are "ongoing," and the rest are scheduled for completion by December 2003.

Types of Improvements

The status reports also revealed noticeable similarities in the actions the twelve HUHD offices planned to take to improve their services as well as improvements unique to the function each office fulfills. The similarities in improvement actions by offices can be categorized in the following ways:

- Establish, improve, or write procedures for customers or staff. 12 (100%) of the HUHD offices planned to do this.
- Take some action to improve communication both within the office and with customers. 11(92%) of HUHD offices planned to do this.
- Increase teamwork within the office by cross training or staff meetings. 8 (67%) of HUHD offices planned to do this.
- Participate in customer service training. 7 (58%) of the HUHD offices planned to do this
- Develop on-line or software applications. 3 (25%) of the HUHD offices planned to do this.
- Train or retrain staff. 2 (17%) of HUHD offices planned to do this.
- Collect customer feedback via point-of-service survey. 1 (8%) of HUHD offices planned to do this.
- Reorganize staff. 1 (8%) of the HUHD offices planned to do this.

Recommendations

As 100% of the HUHD offices plan to establish, improve, or wrote procedures, OIE will offer process-mapping seminars through Staff Development.

It is also recommended that additional status reports be submitted by each of the twelve HUHD offices in March and December 2003 when the bulk of planned improvements will have been implemented.