

## **Austin Community College**

### **Status Report: Improvement Actions in Response to the Results of the Internal Customer Survey Conducted in Spring 2002 April 2003**

Austin Community College's Internal Customer Survey (ICS) 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 an update on the actions taken by these offices to improve their services.

#### **Implementation of Improvements**

An examination of all of the status reports submitted revealed a total of 40 improvements planned by the twelve HUHD offices in response to the Spring 2002 ICS. As of April 1, 2003, 24 of these have been completed and 16 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. 2 (17%) of the HUHD offices completed these efforts; 9 (75%) of the HUHD offices are in process of completing these improvement plans
- Take actions to improve communication both within the office and with customers. 4 (29%) of the HUHD offices completed these efforts; 7(58%) of HUHD offices still plan to do this.
- Increase teamwork within the office by cross training or staff meetings. 1 (8%) of the HUHD offices completed these efforts.
- Participate in customer service training. 1 (8%) of the HUHD offices completed these efforts; 2 (17%) of HUHD offices are still planning to do this.
- Develop on-line or software applications. 9 (75%) of the HUHD offices completed these efforts; 1 (8%) of HUHD offices is in process of completing these improvement plans.
- Train or retrain staff. 7 (58%) of HUHD offices still plan to do this.
- Collect customer feedback via point-of-service survey. 1 (8%) of the HUHD offices completed these efforts; 7 (58%) of HUHD offices still plan to do this.
- Reorganize staff and work. 1 (8%) of the HUHD offices completed these efforts.

#### **Recommendations**

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