

<p><i>concerns of ACC internal customers?</i></p>	<p>1. Plan a monthly schedule for campus visits, conversations with Deans and Campus Managers and Association representatives, to identify areas of concern. Target: Complete by 4/01/05 2. Develop a training program for new supervisors, to be conducted on a regular monthly basis. Target: Complete by 4/01/05 3. Increase all-employee emails to better communicate changes and deadlines prior to implementation of changes. Target: Complete by 3/1/05 4. Schedule regular customer service training for staff members and develop a standard of performance. Target: Complete by 4/15/05 5. Review plan and results periodically within the department and implement new actions and procedures as necessary. Target: Review Monthly</p>	
<p>4: Evaluate the effectiveness of the action plan.</p> <p><i>How well did you address the concerns of ACC internal customers?</i></p>	<p><i>List results of the action steps. If successful and complete, list how you determined whether internal customers' needs were better met</i></p>	<p>6/1/05</p>