

2004 ICS Improvement Plans

Office/Service: Benefits

Intended Outcome: No more than 15% of internal customers will be dissatisfied with this office/service. HR Benefits Staff (4) to provide more than 3000 financial, medical and benefit responses/ year (email, mail, telephone, VOX, etc.) to ACC employees with a less than 0.1% complaint rate (5 complaints per year) or less than .5 per month.

STEPS	ACTIONS and RESULTS	DUE DATE
1: Identify specific areas of dissatisfaction. 1. Communication with Adjunct Faculty. 2. Customer Service.	<i>Describe how and when you gathered additional data on internal customers' dissatisfaction.</i>	1/14/05
	1. ALT Survey 2. Employee Associations (Faculty Officers) Discussion 3. Employee feedback/complaints 4. Dean Survey Discussion	
2: Determine approach to address the issues identified. <i>How will you address the concerns of ACC internal customers?</i>	<i>Describe what change(s) you will make and what targets for performance you will set.</i>	2/15/05
	A. <u>Adjunct Faculty Communications:</u> Develop an Benefits/ Life Style communication plan to help Adjunct Faculty be included in available no cost Benefit programs and any Legislative programs funded by the ACC Board. B. <u>Customer Service:</u> Develop an internal HR Benefits Customer Service protocol and train all HR Benefits staff.	
3: Prepare and implement an action plan. <i>What will you do to address the concerns of ACC internal customers?</i>	<i>What actions will you take? When? What measurements and targets will you use?</i>	Plan by 2/15/05 Implement through 5/1/05

	<p>A1. Coordinate with AFA President/Adjunct Faculty contacts through out the year. (5 separate occasions for no cost information). [Project AF attendance increase by 5%.] A2. Implement New Employee Orientation 2 (NEO2) each month for newly hired (placed into an Adjunct Faculty teaching position) to cover the Premium Only Cafeteria Plan advantages of AFLAC. [Project increased enrollment by 15% per year, resulting in an institution savings of \$10,000 per year.] A3. Implement NEO2 for newly hired (A2) Adjunct Faculty to cover the ACC employee issues that impact Adjunct Faculty (PEP, Evaluations, FMLA, HIPAA, Risk Management, Workers Comp, etc.) [Project reduced Staff questions on covered issues by 15% per month.] A4. Continue SB 1370 Adjunct Faculty Insurance Program (Self Selected, Self Paid Health program through ERS) Orientation program through each Summer Enrollment. [Based upon state wide information, participation only expected to increase by less than 1% or 10 individuals due to personal costs. Due to budgetary issues, there is no indication that Legislative funding will be provided for Adjunct Faculty insurance costs.] A5. Offer enrollment to the AFLAC program (Premium Only Cafeteria Plan) advantages and information each Oct/Nov enrollment period. [Project additional tax savings to ACC of over \$10,000 per year.]</p> <p>B1. Customer Service re-Training for HR Benefits Staff. B2 HR Benefits staff to respond to any ACC Employee in a two (2) phased manner for each call. B2A. Return call on the same day to acknowledge receipt of issue and to query “the real issue.” If issue can be resolved immediately, resolve and send documentation by mail if necessary. B2B Establish a projected call back date on the issue, preferably by 5 PM (72 hours later). B3B Attempt to return call before 72 hours, but NLT 72 hours later. [Under promise and over deliver.] NOTE: Always re-contact, even if not resolved by 5 days to inform of projection of completion or resolution of issue.</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>