

2004 ICS Improvement Plans

Office/Service: Employment

Intended Outcome: No more than 15% of internal customers will be dissatisfied with this office/service

STEPS	ACTIONS and RESULTS	DUE DATE
<p>1: Identify specific areas of dissatisfaction.</p> <ol style="list-style-type: none"> 1. Lost paperwork/Lost transcripts. 2. Lack of promptness. 3. Inability to use previous applications. 4. Screening process. 5. Reactive rather than proactive. 	<p><i>Describe how and when you gathered additional data on internal customers' dissatisfaction.</i></p> <ol style="list-style-type: none"> 1. ALT Survey 2. Feedback from Deans and Hiring Committee Chairs 3. Customer feedback 4. Training programs 5. Feedback from hiring officials. 	<p>1/14/05</p>
<p>2: Determine approach to address the issues identified.</p> <p><i>How will you address the concerns of ACC internal customers?</i></p>	<p><i>Describe what change(s) you will make and what targets for performance you will set.</i></p> <p>1. Effectively market ACC hiring guidelines, processes and procedures. Employees will conveniently have immediate access to employment practices addressing responses to common questions at their fingertips. 2. Reduce all instances and perceptions of lost paperwork. 3. Provide Supervisors with organization tools to assist with their hiring practices. 4. Establish and maintain positive trusting relationships amongst ACC employees. 5. Provide customers with confirmation of the delivery and receipt of information. 6. Improve current perceptions of employment practices. Become an office of resourceful information pertaining to employment issues.</p>	<p>2/15/05</p>
<p>3: Prepare and implement an action plan.</p> <p><i>What will you do to address the concerns of ACC internal customers?</i></p>	<p><i>What actions will you take? When? What measurements and targets will you use?</i></p> <p>1..Create a quarterly Employment newsletter that addresses best practices, popular questions and/or concerns regarding employment processes. 2. Automate the hiring process to provide tools to make the process more efficient and effective. Features will be integrated to provide employees with confirmation and receipt of information, access to trained employees to recruit potential committee members and immediate access to applications for submission and review. 3. Establish focus groups conducted regularly with employee groups and departments providing open discussions about employment challenges. 4. Identify additional resources for supervisors regarding orienting new employees 5. Establish marketing efforts by creating catchy themes focused on in depth information about hiring committees, screening, interview questions, etc...</p>	<p>Plan by 2/15/05</p> <p>Implement through 5/1/05</p>
<p>4: Evaluate the effectiveness of the action plan.</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>

How well did you address the concerns of ACC internal customers?