

ICS Improvement Plans

Office/Service: **Human Resources Records Area**

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

STEPS	HOW will you do this?
<p>1: Identify specific areas of dissatisfaction</p> <ol style="list-style-type: none"> 1. Inaccuracy Of Reports 2. Misfiling of Records 3. Lost Transcripts 4. Don't like the answers 5. Communication about processes. 	<p>Gather additional data from ACC college departments through questionnaires, surveys, evaluations, focus groups, etc. and solicit suggestions for improvement</p> <ol style="list-style-type: none"> 1. ALT Survey 2. Feedback from Deans and Administrative Assistants 3. Customer Feedback
<p>2: Determine approach to address the issues identified</p>	<p>Review customer suggestions and discuss possible solutions within the department to determine possible approaches to ACC employee concerns. Develop a standard for performance that will meet customers' needs, using benchmarking when appropriate, and including: 1. double check reports, 2. permanent file clerk/electronic storage, 3. new process for Transcripts, 4. try new approach, 5. training</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>Develop a task list with measurements and targets, timeline, continued evaluation process, and outcome. Determine who will be responsible for carrying out the solutions. Also, 1. Always request that another knowledgeable employee checks reports and verifies information against Datatel; 2. HR Records has had different hourly employees assigned to filing. We now have a Staffing Table employee who will be responsible for filing. We also have electronic records on a server that do not get filed; 3. Faculty are not hired without Official Transcripts and once they are here, the transcripts never leave the Human Resources area; 4. HR Records will be more empathetic and caring when we answer questions; 5. HR Records will have quarterly training sessions about our processes. We will also meet with different groups to discuss our processes.</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>Review results of action steps. Based on results, reset actions or conduct a follow-up survey or focus group to determine whether internal customers' concerns are effectively addressed.</p>

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