2004 ICS Improvement Plans

Office/Service: INTERNATIONAL PROGRAMS

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

	STEPS	ACTIONS and RESULTS	DUE DATE
	Identify specific areas of dissatisfaction.	Describe how and when you gathered additional data on internal customers' dissatisfaction.	1/14/05
dis	Thy are ACC internal customers ssatisfied with your service, attitude, promptness?	with your service, attitude, the process of establishing new and revised procedures to better meet the needs of ACC fac	ACC faculty,
	etermine approach to address the sues identified.	Describe what change(s) you will make and what targets for performance you will set.	2/15/05
	ow will you address the concerns of CC internal customers?	The International Programs Internal Advisory Committee will meet and provide guidance and feedback on IP activities. In addition, IP staff is currently creating and updating policies and procedures that relate to International Programs activities/	
	Prepare and implement an action	What actions will you take? When? What measurements and targets will you	Plan by 2/15/05
W	an. That will you do to address the concerns of ACC internal customers?	use?	Implement through 5/1/05
ac Ho	valuate the effectiveness of the etion plan. ow well did you address the concerns of ACC internal customers?	List results of the action steps. If successful and complete, list how you determined whether internal customers' needs were better met	6/1/05

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