

# 2004 ICS Improvement Plans

Office/Service: Provost, Campus Operations

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

STEPS	ACTIONS and RESULTS	DUE DATE
<p><b>1: Identify specific areas of dissatisfaction.</b></p> <p><i>Why are ACC internal customers dissatisfied with your service, attitude, or promptness?</i></p>	<p><i>Describe how and when you gathered additional data on internal customers' dissatisfaction.</i></p> <p>On January 25, 2005, I held a focus group meeting composed of a full-time faculty member, an adjunct faculty member, a classified employee and a professional-technical employee. The focus group was also ethnically diverse.</p> <p>The focus group concluded after a 30 minute discussion of possible areas of dissatisfaction that the most significant problem one encounters in evaluating the effectiveness and quality of the Provost Office, is the lack of clarity and the lack of information most individuals have about this office since it has existed for only a year and there has been no substantial information available to college employees without their going to a website to review the job description of the Provost. <b>The focus group concluded that a lack of satisfaction was equivalent to a lack of information.</b> Most employees know little about the following : (1) the range of responsibilities this office has; (2) the specific relationship of this office to the campus managers; (3) the fact that the supervisors of other campus support services such as the learning labs, testing centers, duplication centers report to this office; (4) the role the provost plays in the various campus construction, expansion, and renovation projects; (5) the fact that the police department is now under the supervision of this office. (6) the role the Provost plays in community outreach efforts and the fact that the director of student recruitment, and the director of community outreach report directly to the Provost.</p> <p>There was also consensus in the focus group that many college employees have little direct interaction with the Provost Office, and some of those who do confuse the responsibilities of the provost with those of the campus managers which carries over into their perception of the promptness, service, and attitude of this office.</p>	<p>1/14/05</p>
<p><b>2: Determine approach to address the issues identified.</b></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>The January 24<sup>th</sup> focus group also made several recommendations to address the issues identified above to increase internal customers' understanding of the role and responsibilities of the Provost Office, increase the visibility of provost on campuses, and increase the involvement of the Provost in staff meetings of the various units that report to me. Between January 25<sup>th</sup> and February 15<sup>th</sup>, I will discuss my proposed action plan below with my campus managers and directors who directly report</p>	<p>2/15/05</p>

	to me and solicit their input and possible modification to the action plan outlined below.	
<p><b>3: Prepare and implement an action plan.</b></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>In response to these recommendations, I will do the following:</p> <ol style="list-style-type: none"> <li>1. I will resume communicating through monthly e-mails and informational items to the various campus constituencies about the status of various projects that I am involved in and objectives for these projects through May, 2005. In these communications, I will solicit comments/recommendations from the internal customers.</li> <li>2. I will conduct unscheduled visits to and walk-throughs of each campus on a monthly basis and solicit comments about campus concerns and campus projects.</li> <li>3. I will use the monthly/quarterly campus newsletters, e.g. a column entitled "the Provost's Corner" to comment about specific campus projects and issues.</li> <li>4. I will attend at the minimum one scheduled staff meeting for each of my director's between February and May 2005 to review concerns and seek input on campus operations and support services.</li> </ol> <p>. Target: 80% of campus internal customers will be aware of provost activities.  Measurement: By May 1, 2005 I will develop and distribute a short survey to ascertain the level of knowledge of and satisfaction with Provost activities and projects. Target: Twenty percent response rate to survey and 85% satisfaction rate.</p>	<p>Plan by 2/15/05</p> <p>Implement through 5/1/05</p>

<p><b>4: Evaluate the effectiveness of the action plan.</b></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>