



## Planning and Evaluation Tracking

College Year: 2009-2010

Division of: Workforce Development  
 Department of: Business & Industry Center

Person Responsible: Damaris Schlong  
 Person Responsible: Sherrie Nunn

**Purpose Statement:** Protect the workforce training purpose of the Business & Industry Center; provide extraordinary customer service; and coordinate facility management.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Resolve critical customer service issues consistently and effectively.	1. After attending customized customer service training, employees involved with Business & Industry Center events will identify and report critical customer service issues to appropriate facility staff so that 100% of these issues can be resolved using an issues tracking log.	1. Timeframe: 04/01/2009- 10/31/09  # of issues reported = 12 # of issues resolved = 12  100% (N = 12 of 12)  # of work orders reported = 80 # of work orders completed = 63  79% (N = 63 of 80)	1. Timeframe: 04/01/2009- 10/31/09  ANALYSIS: There is a significant drop in the numbers of critical issues reported due to the creation of the "Tour Ready" Condition of Facility Log in February 2009. Prior to February 2009 maintenance work order requests were included in these numbers.  We are comfortable in closing this objective.
	<p><b><u>(CLOSED OUT 12-2-09)</u></b></p>		

2. Resolve booking conflicts at the Polk Street Campus (Business & Industry Center and Nixon Gym).

**(CLOSED OUT 12-2-09)**

2. After attending customized facility booking procedure training, WDD staff will follow documented procedures so 100% of booking conflicts will be resolved using CSAR reports with WDD Coordinators.

2. Timeframe:  
04/01/2009- 10/31/09

**POLK STREET CAMPUS:**

Spring 2009  
# bookings: 258  
# conflicts: 2  
# conflicts resolved: 2

100% (N = 2 of 2)

2. Timeframe:  
04/01/2009- 10/31/09

**ANALYSIS:**  
We trained personnel to recognize how not to overbook rooms in Colleague. This training has corrected the problem and this objective can now be closed.

3. Resolve problems with SMART classroom equipment consistently and effectively.

**(CLOSED OUT 12-2-09)**

3. After being trained on equipment, Workforce Development Division staff will know how to use the SMART equipment and show instructors 100% of the time using documented procedures.

3. Timeframe:  
04/01/2009- 10/31/09

# WDD employees trained:  
30 of 30

TO DATE: 100%

3. Timeframe:  
04/01/2009- 10/31/09

**ANALYSIS:**  
New equipment has been installed in the building, and new training documentation is in place.

On call personnel will now be trained on a monthly basis.

This objective can now be closed.

4. Maintain "tour-ready" condition of facilities on Polk Street Campus.

*(New Goal – December 2009)*

4a. After receiving weekly "Building Bingo" assignments, the 4-person campus customer service team will conduct inspections and report detailed findings 100% of the time via email to the Administrative Systems Specialist by 12:00 pm each working Thursday.

4b. After implementing the updated Tour Ready Log, the 4-person campus customer service team will increase by 25% the number of issues (discovered, reported, and resolved) during "Building Bingo" inspections.

4a. Timeframe:  
04/01/2009- 10/31/09  
Total Inspections = 105  
Submitted by Deadline= 10

% (N = X/Y)  
9.52% = 10/105

4b. Timeframe:  
1/1/10 – 12/31/10  
# of Issues reported = X  
% (N = X + 25%)

4a. Timeframe:  
04/01/2009- 10/31/09  
ANALYSIS:  
Staff did not seem to understand the importance of this procedure and deadline. All staff members have now been informed of the procedure and have agreed to comply and be held accountable.

All inspection results are now documented in the official 'Tour-Ready Log'

4b. Timeframe:  
1/1/10 – 12/31/10  
ANALYSIS: Because we are increasing the number of inspections conducted, this effort will naturally produce more issues to address. This will result in a heightened awareness of our facilities' condition and appearance.

Issues will be documented, tracked and verified. This includes completion of custodial tasks as well as work orders (maintenance, ITS, etc).