



# Planning and Evaluation Tracking

College Year: 2010-2011

**Division of:** Continuing Education

**Person Responsible:** Damaris Schlong

**Department of:** Personal Enrichment

**Person Responsible:** Luke Morrison

**Purpose Statement:**

*To celebrate learning that creates happiness and growth.*

**Goal Statement #1:**

Improve Gymnastics program quality and customer service.

**Objectives/Outcomes (including assessment tools and standards):**

After creation and subsequent population of a new Emergency Contact Information Database with parent/guardian information, Gymnastics Program staff will be able to successfully contact 95% of parents/guardians within 30 minutes of the first contact attempt.

**Results: Time Frame: 12/01/09 – 11/30/10**

N = % of successful contacts made within 30 minutes of first contact attempt

X = # of parents/guardians contacted successfully within 30 minutes of first contact attempt

Y = # of emergency contact attempts made

**Use of Results (including improvements and revisions):**

Time Frame: 07/15/2010- 11/30/10

**Original Targets:**

- 03/31/10 – Create Database
- 06/21/10 – Populate Database
- 06/22/10 – Begin Tracking Results

**As of June 7, 2010** the following results have occurred:

- The updated Release and Hold Harmless Form is being utilized.
- The creation and utilization of an Emergency Contact Log is complete.
- However, Database Creation Target of 03/31/10 was not met.

**ACTION PLAN:**

Train for import of information to be added to Datatel

1. Import student Release and Hold Harmless information into the Datatel Database.
2. In conjunction with the Registrar's office, the Gymnastics Staff by semester will evaluate accuracy of the information received.

After consultation with Tim Hicks and Diane Brice, the target date for creation of the database for pulling information on individual gymnastics classes and their students' Emergency Contact Information will be available for access and training by **07/15/2010**. This necessitates recalibration of target dates.

**Revised Targets:**

- 07/15/10 – Create Database
- 09/28/10 – Populate Database
- 09/29/10 – Begin Tracking Results