



Planning and Evaluation Tracking

College Year: 2010-2011

Division of: Continuing Education Division Person Responsible: Damaris Schlong
Department of: Polk Street Campus Person Responsible: Sherrie Nunn

Purpose Statement: *To provide extraordinary customer service and facility management*

Goal Statement #1:

Resolve critical customer service issues consistently and effectively.
(REPLACED with new Goal Statement #1 = 7-15-10)

Objectives/Outcomes (including assessment tools and standards):

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 the Issues Tracking Log.
(CLOSED OUT = 7-15-10)

Results:

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

of issues reported = 12
of issues resolved = 12
100% (N = 12 of 12)

Timeframe: 11/1/09 – 6/30/10

X = # of issues reported = 158
Y = # of issues resolved = 78
49% (N = 78 of 158)

Use of Results (including improvements and revisions):

Analysis: This objective produced some interesting realities. We began conducting weekly inspections of the facility (Building Bingo). Some of the documented findings turned into custodial tasks while others turned into maintenance work orders. The Issues Tracking Log documented some incidents that were simply reports of odd circumstances where there was no opportunity to resolve anything. For example, employees would report "a strange man wandering in the hallway". Upon inspection, the man could not be found. No resolution needed in that one case.

Plan of Action:

The Issues Tracking Log has now been eliminated because we combined it with the Tour Ready Log. This Tour Ready Log provides a central location for documenting all reports while tracking multiple categories: Building Bingo Item, Maintenance Issue, Custodial Issue, or Other. This outcome is being closed and replaced with 1A and 1B as of 7/15/10.

Goal Statement #1

Maintain “tour ready” condition of facilities.

(Added 7/15/10)

Objectives/Outcomes (including assessment tools and standards):

- 1A.** After receiving weekly “Building Bingo” assignments, each member of the Business & Industry Center facility staff will conduct inspections and report detailed findings via e-mail 90% of the time to the Administrative Systems Specialist by 12:00 pm each Thursday based on the Tour Ready Log.

Results:

Timeframe: 1/4/10 – 6/28/10

Y = # of detailed reports expected = 26 weeks x 4 people = 104

X = # of reports delivered by noon each Thursday = 78

% (N = X/Y)

75% = 78/104

Use of Results (including improvements and revisions):

Analysis: 25% of the time, detailed reports were not submitted by the deadline due to individuals not conducting inspections, missing the deadline, sick leave, vacation, etc.

Plan of Action:

On the Tour Ready Log, we can now track each finding by employee. This will enable us to determine if there is a performance issue or if the missing information can be attributed to sick leave, vacation, etc. We are seeing significant improvements in the cleanliness, functionality, and maintenance of the facility. This also represents increased employee awareness of the facility’s condition which results in better client & student experiences.

Objectives/Outcomes (including assessment tools and standards):

- 1B.** After implementing the consolidated Tour Ready Log, Business & Industry Center facility staff will increase the number of completed work orders (maintenance issues) by 25%.

Results:

Timeframe: 9/1/09 – 6/30/10

Y = # of work orders reported to Physical Plant = 78

X = # of work orders completed = 58

% (N = X/Y)

74% = 58/78

Our Upcoming Target = 93%

Use of Results (including improvements and revisions):

Analysis: Maintenance issues are considered “complete” when they have either been fixed or we receive a copy of the final Physical Plant Maintenance Work Order. We identified that part of the problem is Business & Industry Center facility staff members have not noticed that a work order has been completed or Physical Plant may not send the proper paperwork to us.

Plan of Action

We identified unresolved work orders that have been on the list for a longer period of time. We printed that list and are currently verifying if the issues have been resolved. At that point, we will update the Tour Ready Log. We are also sending e-mail requests to Physical Plant for clarification of individual work order status. This effort is producing better relationships and stronger communication between Physical Plant employees and Business & Industry Center staff.