



Planning and Evaluation Tracking

College Year: 2006-2007

Division of: Development

Department of: Customer Services – AskAC Center

Person Responsible: Dr. Brad Johnson

Person Responsible: Dale Longbine

Purpose Statement: The AskAC Center exists to provide access to Amarillo College services by phone, e-mail, web or other media to both internal and external customers.

Goal Statements	Objectives/Outcomes	Results	Use of Results
1. Improve customer service.	1. After completion of initial training, all employees of the Help Center will meet the standard on the Help Center Skills Assessment post test.	1. Timeframe: 9/1/05 – 12/01/06 No results due to failure to establish a training program and establish a measurable goal. The standard in the objective is not defined.	1. Once training is implemented and measurable goals defined, results can be determined. ACTION PLAN: Create a training program that will be mandatory for all employees that shows measurable goals through a pretest/post test analysis.
2. Increase support services for other departments	2. After training AskAC Help Center employees to deliver new services (rent/tuition payments, entering admission applications, etc.), 100% of the offices the services are delivered to will report on an AskAC Help Center initiated survey that they are satisfied or very satisfied with the quality of service.	2. Timeframe: 9/1/05 –12/01/06 11/06 - Surveys sent to offices that new services were delivered to in the past year. Number of surveys: 5 Number of responses: 5 Number of satisfied or very satisfied responses: 5	2. While 100% of the departments that received a survey responded as very satisfied, there were comments noted that indicate a need for more training. ACTION PLAN: Comment 1: Calls are being transferred when information is

			<p>available on Testing Center website. Create a pretest/post test of information available on the Testing Center website. Give the pretest to all AskAC employees then assign a project with a deadline to review the website information. After the deadline, give all AskAC staff the post test and compare results with the goal of improving the pretest/post test scores by at least 20%.</p> <p>Comment 2: Calls are being transferred to the Business Office to remove holds after payment is receipted in AskAC. All staff reminded of procedures for removing holds. A more formal training process for new employees will be coordinated with the Assistance Center new employee training program.</p>
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