Planning and Evaluation Tracking

College Year: 2006-2007

Division of: Development   **Person Responsible: Dr. Brad Johnson**

Department of: AskAC   **Person Responsible: Dale Longbine**

Purpose Statement: **AskAC 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 efficiency in staffing to reduce the number of abandoned calls.	1. Supervisors will analyze traffic analysis reports and make schedule adjustments to reduce abandoned calls by 20% as compared to the prior year.	1. **Timeline: 09/01/06-8/31/07** An annual comparison of incoming and abandoned calls reveals that January and August have the highest number of abandoned calls as would be expected due to these months being registration periods. Statistics for each month were analyzed indicating that Monday's have the highest number of incoming/abandoned calls. Statistics for the highest call volume day were analyzed to determine the hours most calls were abandoned.	1. **Timeline: 09/01/06-8/31/07** The higher call volume and abandoned call rate between the hours of 11:00am and 2:00pm is due to lunch hours. Supervisors will use the phone traffic reports to determine staffing needs and increase the coverage during the lunch hours. Providing additional services result in lengthier calls and not only have added to the number of incoming calls but also abandoned calls. Staffing shortages and increased hours have contributed to the lack of adequate coverage. A reduction of morning staff resulted when evening hours were extended to

		Most abandoned calls are at 9:00am or between 11am-2:00pm.	9:00pm.
			Continued analysis of call volume is necessary to determine if scheduling changes are necessary once we are at full staff.
			Cross training with Assistance Center staff will increase coverage and provide greater efficiency in staffing both areas. All Customer Services employees will be able to fill in where there is the greatest need.
2. Improve availability of student support services to meet strategic plan goal of providing anytime, anywhere student service.	2 a. After meeting with directors of student support services, director will arrange for training and implementation of additional student support services to increase services by 10% as compared to the prior year. 2 b. After director analyzes data from the phone system reports, AskAC hours of operation will be extended to increase service availability by 20%.	2 a**. Timeline: 09/01/06-08/31/07** Director met with Directors of Testing Services and Financial Aid to determine what services could be provided by AskAC. March 2007: Training in Financial Aid Office June 2007: AskAC staff trained by Testing Services in scheduling appointments for ACCUPLACER. 2 b. **Timeline: 09/01/06– 03/31/07** April 2006 – January 2007: Phone traffic reports analyzed to determine best times for extended hours.	2 a. **. Timeline: 09/01/06- 08/31/07** Implemented additional services by phone/email in AskAC April 2007: FA main numbers rolled over to AskAC and staff began taking routine calls June 07: Completed training and began scheduling ACCUPLACER tests and receipting payments for the test **ACTION PLAN:** 2 a. Director will meet with other department directors to determine if other services can be implemented in AskAC to continue to increase services available by 10%.

			2 b. March 07: Based on data from phone reports, hours of operation extended from 59 to 72 hours per week increasing service availability by 22%. Continue to analyze phone traffic reports to determine if increasing service hours any further would be cost efficient and/or necessary to accomplish the strategic plan goal.