**Amarillo College**

# Planning and Evaluation Tracking

**College Year: 2006-2007**

**Division of:  Development**                          **Person Responsible:  Dr. Brad Johnson**
**Department of: Assistance Center**                    **Person Responsible:  Dale Longbine**

**Purpose Statement:**

| Goal Statements | Objectives/Outcomes | Results | Use of Results |
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| 1.  Increase bilingual and ethnically diverse staff to increase service to bilingual students.<br><br>Strategic Plan Goal 10 - Strategy 10.1: Seek bilingual and ethnically diverse employees | 1. When evaluating job applicants for replacement positions, supervisors will select qualified bilingual and ethnically diverse employees whenever possible to maintain a ratio of at least 50% bilingual staff. | 1.  **Timeline:  09/01/06-08/31/07**<br><br>09/2006:  Total employees = 12<br><br>Bilingual staff = 5 (1 non-Hispanic) = 42%<br>Hispanic staff = 4 (all bilingual) = 33%<br><br>**March 2007**<br>1 full time vacancy<br>2 part time positions transferred to AskAC<br><br>**August 2007**<br>2 full time vacancies<br>1 part time vacancy<br><br>Two of the three full time vacant positions were filled with Hispanic non-bilingual staff. | 1.  **Timeline: 09/01/06 – 08/31/07**<br><br>Hispanic/Bilingual staff in the Assistance Centers has been increased to meet the objective.<br><br>AskAC and Assistance Center positions have been merged as of September 2007 resulting in a reduction in the percentage of Hispanic/bilingual employees.<br><br>Supervisors will continue to seek bilingual staff as vacancies arise to bring the Customer Services department to at least 50% |

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| | | **08/2007:** Total employees = 10<br><br>Bilingual staff = 5 (1 non-Hispanic) = 50%<br>Hispanic staff = 6 (2 non-bilingual) = 60%<br><br>**09/01/2007:** WSC Assistance Center and AskAC merged job responsibilities resulting in an increase of total employees to 21.<br><br>Department bilingual staff = 8 = 38%<br>Department Hispanic staff = 9 = 43%<br><br>WSC Assistance Center = 7 = (5 Hispanic/3 bilingual) = 43%<br>East Campus = 1 (bilingual) = 100%<br>West Campus = 2 (1 bilingual) = 50%<br>AskAC = 11 = (2 Hispanic/3 bilingual – 1 French) = 27% | bilingual and/or ethnically diverse employees. |
| 2. Improve accuracy of data entry.<br><br>(2005-2006 Goal) | 2. After implementing a computer based keyboarding skills development program, the Assistance Center staff will decrease application data entry errors in August 2007 by 20% as compared to the error rate for applications entered in January 2007. | 2. **Timeline: 09/01/06-08/31/07**<br><br>10/2006: Keyboarding skills program purchased and all Assistance Center staff completed initial test to determine skill level<br><br>**10/2006 – 04/2007**: Self training using the keyboarding skills program<br><br>Pre-test/Post test scores average 99% accuracy. Speed was not the goal which contributed to the high scores.<br><br>**01/2007- 09/2007**: WSC Supervisor reviewed a representative sample of | 2. **Timeline: 09/01/06-08/31/07**<br><br>Improvement in data entry accuracy resulted after the training. Although the training scores did not change, the skills building program resulted in staff becoming aware of the importance of accuracy and the effects inaccurate data entry has on other departments and Amarillo College. |

| | | applications entered for each month and prepared a report of the total checked, number with no errors, one error and multiple errors.<br><br>30 applications were reviewed each month from January 2007 – October 2007.<br><br>Monthly statistics reveal the following:<br><br>1. Applications with no data entry errors increased from 7% to 60%.<br>2. Applications with one error remained about the same percentage (approximately 30%)<br>3. Applications with multiple errors decreased from 60% to 7%. | As a result of checking admission applications for data entry errors, supervisors became aware of the amount of data entry errors that were being made and the need for data entry and procedures training and extended follow up training<br><br>**ACTION PLAN:**<br><br>Implement the keyboarding skills testing as part of continuous training for current employees and part of the training program for all new employees in the Assistance Center.<br><br>Implement the same training program for AskAC employees.<br><br>Results of the tests in keyboarding skills program will be used to determine employee skills improvement.<br><br>Supervisors of both areas will collect data from admission application data entry and prepare reports monthly to monitor the |

| | | | effectiveness of the training program.<br><br>Supervisors will schedule additional training if necessary based on the results of the report. |
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