



Planning and Evaluation Tracking

College Year: 2006-2007

Division of: Development

Department of: Customer Services – Assistance Centers

Person Responsible: Dr. Brad Johnson

Person Responsible: Dale Longbine

Purpose Statement: The Assistance Center exists to maximize student access to educational services through extended hours and providing combined services in one location at each campus.

Goal Statements	Objectives/Outcomes	Results	Use of Results
1. Improve accuracy of data entry.	1. After implementing a computer based keyboarding skills development program, the Assistance Center staff will decrease data entry errors by 20% as compared to the error rate for applications entered in August 2005.	1. Timeframe: 9/01/05 – 8/31/06 No results due to failure to obtain a representative sample of data entered. In addition, there were staffing shortages on multiple campuses that prevented implementing a keyboarding skills development program.	1. Implement this goal next year. ACTION PLAN: WSC Supervisor will collect data entry information from a representative sample of online applications processed for Spring 07. Schedule Keyboarding skills training for Assistance Center staff to be completed by April 07. WSC Supervisor will collect data entry information from a representative sample of online applications processed for Summer/Fall 07. Compare results to determine if there has been a reduction in errors after the training.

<p>2. Improve consistency in services provided on all campuses.</p>	<p>2. After completing an annual cross training program at the WSC, all counter staff at each campus will increase their knowledge of services that will result in a 20% improvement on the pre-test post-test evaluation.</p>	<p>2. Timeframe: 9/1/05 – 12/01/06</p> <p>11/9/06: 10 of 12 Assistance Center staff were given a pretest of Amarillo College student services available. (Note: One position not filled and one employee out due to an extended illness).</p> <p>11/10/06 -11/17/06: An individual self-paced training assignment was given to all Assistance Center staff which was to look up answers to FAQ's that were collected in the AskAC Center.</p> <p>11/20/06 – 11/22/06: A post test with the same questions as the pretest was given to all Assistance Center staff.</p> <p>11/29/06: Pretest/post test scores were compared and evaluated.</p>	<p>2. While 100% of the Assistance Center staff improved their score on the post test, only 2 out of 10 improved their score by 20%. A breakdown of the test results by department indicated specific areas that need further training.</p> <p>ACTION PLAN:</p> <p>Beginning February 07, implement a monthly training program with pretest/post test analysis for a different student service each month.</p> <p>Week one: Pretest Week two and three: Training Week four: Post test</p> <p>Evaluate responses and provide individual training with the WSC Supervisor as needed until goal is reached.</p> <p>This process will be continuous and integrated in the new employee training already established.</p>
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