



## Planning and Evaluation Tracking

College Year: 2008-2009

Division of: Workforce Development  
 Department of: Business & Industry Center

Person Responsible: Damaris Schlong  
 Person Responsible: Roberta Smart

**Purpose Statement:** Protect the workforce training purpose of the Business & Industry Center; provide extraordinary customer service; and coordinate facility management.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1. Resolve critical customer service issues consistently and effectively.	1. 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 100% of issues can be resolved using an issues tracking log.	1. Timeframe: 4/01/08 - 10/31/08  Training complete with current employees.  # of issues reported = 44 # of issues resolved = 41  93% (N = 41 of 44)	1. Timeframe: 4/01/08 - 10/31/08  ANALYSIS: Continue to update and maintain the facility/work order notebook to monitor the completion of issues posted in tracking log. Use work order notebook to confirm completion of issues reported.  The 3 issues not resolved are pending action from the Physical Plant.
2. Resolve booking conflicts at the Business & Industry Center and Nixon Gym.	2. After being trained on facility booking procedures, Workforce Development Division staff will follow documented procedures so booking conflicts can be	2. Timeframe: 4/01/08 - 10/31/08  Training complete with current employees.	2. Timeframe: 4/01/08 - 10/31/08  ANALYSIS: Train new personnel as needed.

resolved 100% of the time using CSAR reports in coordination with WFD Coordinators.

POLK STREET CAMPUS:

Summer/Fall 2008

# bookings: 226

# conflicts: 7

# conflicts resolved: 7

100% (N = 7 of 7)

3. Resolve problems with SMART classroom equipment consistently and effectively.

3. After being trained on equipment, Workforce Development Division staff will know how to use the SMART equipment and show instructors 100% of the time using documented procedures.

3. Timeframe:  
4/01/08 - 10/31/08

# WFD employees trained: 25

TO DATE: 100% (N= 25 of 25)

# of instructors trained: 8

3. Timeframe:  
4/01/08 - 10/31/08

ANALYSIS:

Current instructors are trained on SMART classroom equipment.

Division personnel have been trained on SMART classroom procedures and usage.

Customer Service Coordinator will continue to train new employees as needed.