



Planning and Evaluation Tracking

College Year: 2006-2007

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.	<p>1. After attending customized Customer Service training, all employees who are involved w/operations at the B&I Center will identify and immediately report critical customer service issues to the Receptionist during business hours 100% of the time using an issues log.</p> <p><i>NOTE: Outcome updated (10/31/06)</i></p> <p>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.</p>	<p>1. Timeframe: 09/01/05 - 10/25/06</p> <p>Date Round #1 of training concluded: 11/15/05</p> <p># of employees trained: 13</p> <p># of people reporting issues: 11</p> <p># of issues reported: 99</p> <p># of issues resolved: 92</p> <p>93% (N = 92 of 99)</p>	<p>1. For Round #1, we focused on training employees who office at the Business & Industry Center.</p> <p>ACTION PLAN: For Round #2, we will train the remaining employees involved with Business & Industry Center events: Criminal Justice Programs and Continuing Healthcare Education.</p> <p>We continue to strive for 100%, but the training has produced significant results to date.</p>

2. Resolve booking conflicts at the Business & Industry Center and Nixon Gym.

2. After educating clients on booking procedures, all clients needing rooms at the B&I Center and Nixon Gym will follow the documented procedures 100% of the time using Room Reservation cards & R25 conflict report.

NOTE: Outcome updated (10/31/06)

2. After being trained on facility booking procedures, Workforce Development Division staff will follow documented procedures so booking conflicts can be resolved 100% of the time using the R25 and CSAR reports.

2. Timeframe: 09/01/05 - 10/25/06

of WDD employees trained:
9

POLK STREET CAMPUS:
(Snapshot from 10/20/06 reports)

Spring 2007

of bookings: 129

of booking conflicts: 10

of booking conflicts resolved:
6

60% (N = 6 of 10)

2. This training is for all WDD staff with access to the B&I Center Reservation Book as well as those who call or send e-mails to book the facility.

Several coordinators were entering their sections into Colleague without considering room availability. Others left post-it notes in the Reservation Book without notification. Now, with documented procedures in place, we can successfully resolve booking conflicts.

ACTION PLAN:

Unfortunately, we failed to track the bookings and conflicts during the timeframe, so we will begin collecting data with Spring 2007.

We will continue to reinforce the procedures in order to ensure behavior change. This continues to be an area where we can improve.

Our ultimate goal is to have zero room conflicts!