



Planning and Evaluation Tracking

College Year: 2007-2008

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: 5/16/07 - 09/31/07 Round #1 of training concluded: 11/15/05 Round #2: on-going # of employees trained: 21 # of issues reported = 19 # of issues resolved = 9 47% (N = 9 of 19)	1. Timeframe: 5/16/07 - 09/31/07 Round #1: Focused on training employees who office at the Business & Industry Center. Round #2: Meeting with Criminal Justice and CCHcE employees whenever they are at the B&I Center to handle issues and enter info into log. ACTION PLAN: Update the facility/work order notebook to monitor the completion of issues posted in tracking log. Several unresolved issues (ceiling tile replacement) were reported on one e-mail. This should have produced ONE work order

<p>2. Resolve booking conflicts at the Business & Industry Center and Nixon Gym.</p>	<p>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.</p>	<p>2. Timeframe: 5/16/07 - 09/31/07</p> <p># of employees trained: 1</p> <p><u>POLK STREET CAMPUS:</u> (Snapshot from 08/08/07 reports)</p> <p>Fall 2007 # bookings: 126 # conflicts: 14 # conflicts resolved: 14</p> <p>100% (N = 14 of 14)</p>	<p># instead of individual line items in issues log.</p> <p><i>This action item was not completed due to staffing changes within the Workforce Development Division and Physical Plant.</i></p> <p>ACTION PLAN: Use work order notebook to confirm completion of issues reported.</p> <p>2. Timeframe: 5/16/07 – 9/31/07</p> <p>The training has resolved booking issues in the Business & Industry Center Reservation Book as staff are following the documented procedures in place.</p> <p>ACTION PLAN: Train new Administrative Clerk hired in Leisure Studies. They are the area with the largest number of booking conflicts.</p> <p>Train new personnel as needed.</p>
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