

April 2007

Human and Quality Resources Report

ISO. Customer feedback was communicated to instructors in small group session. Each instructor reviewed last year's action plan, and the results from this year's student satisfaction surveys. Internal audits were completed by the end of March, the target date for completion. At this point, it is a matter of compiling results and addressing them. Even with staff changes, the audits were completed on time thanks to the dedication of the auditors. Their efforts are truly appreciated.

Strategic Planning. Student forums have been completed with all students. Elaine Shaffer, Sandra Carr, Lisa Sorensen, Jan Kennerknecht and Natalie Fatica conducted these forums and obtained input from approximately 775 students in less than a 2-week period. The session went quite well, and many unique and interesting ideas came from the sessions.

Staff Development. In order to continue the process of data collection for staff development, a database will be created in order to track the needs of the staff.

Payroll. A substitute has been trained on payroll and other human resource support functions. Susan Tatalone continues in this position. In addition, she also supports the Business Manager.

Recruiting. Applications are currently being accepted for secretarial candidates. As applications are being accepted a needs determination for each department is being as created to outline the clerical needs of ECTS.