

April 2009

Human and Quality Resources Report

ISO.

Joe Tarasovitch and Natalie Fatica met with small groups of instructors to review customer satisfaction results. Each instructor identified the lowest performing areas in their labs and developed an action plan to address them. These have been submitted and will be reviewed next year to see if the actions taken have made an impact.

Internal audits are all completed. Thanks to the hard work of all the internal auditors all audits were completed by the deadline of March 31, 2009.

Staff Development.

Another session of computer training was conducted on March 27, 2009. The next session is scheduled for April 24, 2009 and will begin to cover excel. Pat Mayer will continue to conduct this training and the hope is to continue the sessions as needed to increase knowledge and productive use of software by the staff.

Recruiting.

New substitutes were added last month and have been used quite a bit to cover labs for various instructors. No other recruiting is going on at this time.

Job Descriptions.

Meetings are being scheduled to review job descriptions with supervisors and employees to ensure the accuracy. Changes will be made as necessary to make sure they reflect the current responsibilities of the positions.