

February 2009

Human and Quality Resources Report

ISO.

Customer satisfaction surveys were conducted with all of our students. The results have been compiled. The results will be shared with the faculty at a faculty meeting. Internal audits have begun. Each audit team has been assigned their audits and the audits are scheduled to be completed by March 31, 2008. Teams have been working on the audits and have scheduled audit meetings with their assigned areas.

Staff Development.

Technology training began January 30, 2008. Two groups received training on Outlook and its application at ECTS. The next session is scheduled for February 27, 2009. Pat Mayer, an RCTC instructor will conduct this training as well. This training will be on Microsoft Word. One more training is scheduled to be conducted and then we will assess what to address next.

Recruiting.

A new RCTC instructor has been added to the list this month to teach Accounting which hasn't run for a while. (see the motion) In addition, others have been interviewed to fill other vacancies that might exist for other course.

PIMS.

The changes to PIMS were implemented and the February uploads were completed. The Accuracy statement was submitted to PDE and verification will be sent after processing.