

May 2010

Human and Quality Resources Report

ISO.

Customer Satisfaction data has been compiled and is available in supplemental information. The summary data is attached to my report. In addition, we are working on implementing changes needed to adapt to the new standard. Training was attended and administratively we have reviewed the changes needed.

PIMS.

The correction request was submitted to PDE and the notification of correction has been received. The ticket has been closed and it is just a matter of preparing for the next submission.

Negotiations.

Work on negotiation continues with revisions to changes agreed upon and review of other proposals.

Staffing.

Currently, seasonal help is being interviewed to assist with technology projects and landscaping as is customary each summer. Funds are available with the summer work program through WIA. Natalie Fatica and Elaine Shaffer are in the process of compiling the information needed to submit a proposal to receive the funds. ECTS participated in this last summer with 5 students employed to assist with the completion of the transition center and other projects.

Customer Satisfaction 2010

