

April 2011

Human and Quality Resources Report

ISO.

Customer Satisfaction survey data was reviewed with each instructor. In addition, action plans from the last survey were reviewed and checked for progress. An action plan was also developed for this year's results focusing on the lowest areas. All internal audits have been completed by the deadline. The parent satisfaction survey was mailed out with the report cards. Responses are currently being received and data is being compiled.

Staffing.

The two subs will continue to fill in for the Aide on leave for the end of the year. The status of uncompensated leave continues. Assisted individuals, who are planning on retiring, gather the appropriate information. Working with Aldo and Paul to develop a plan for RCTC after the retirement of Mary Ellen Camp.

Staff Development.

Part of the individualized staff development plan will include the review of the customer satisfaction results and the action plan developed by the instructors which was completed this month. The end of year assessment process is underway. This will be another input of the individual staff development plan.

Other.

Compiled extensive data to assess and discuss the possibility of a retirement incentive.