

January 2011

Human and Quality Resources Report

ISO.

Customer Satisfaction surveys will be completed this month. All students are surveyed once per year and the information is compiled and shared with instructors to assist in continual improvement. The internal audit kick-off was held. Teams were restructured and it was necessary to go from 6 teams to 5. In addition, sub-processed were added to assist auditors in completion of their audits with more detail and structure. Audits are scheduled to be complete by the end of March.

Staffing.

Subs continue to fill in for the aide on leave. At this point, everything is status quo until the employee makes a decision to return or retire.

Secretarial shifts have been made since the hire of a part-time secretary. Training is taking place to assist the two secretaries that have changed roles. At this time, things seem to be running smoothly and the two secretaries seem happy with their new roles.

Staff Development.

A session was conducted at the in-service to assist teachers with the request to log their Act 48 hours and also retrieve them from the PDE web-site. Changes have been made to the PDE web-site thus it seemed like a good idea to review this information.

Reports.

Work is progressing on the PIMS report due this month. Additions and changes are being processed.