

March 2011

Human and Quality Resources Report

ISO.

Customer Satisfaction survey data has been compiled and meetings will be scheduled with each instructor to review the individual results. A few internal audits have been completed and the rest will be completed by the end of March. Process audits are being conducted and tracking of sub-processes concentrated on has been implemented this year. Focusing on sub-processes and rotating them each year should ensure a more thorough audit.

Staffing.

Currently, two subs continue to fill in for the Aide on leave and others are covering for the open position. The status of uncompensated leave continues.

Training continues with the new RCTC secretary.

Staff Development.

Part of the individualized staff development plan will include the review of the customer satisfaction results. This will aid in assisting instructors to make decisions on things they may like to work on in the coming year.

Reports.

Changes to PIMS reports had to be made which included submission for deletion of some records. The deletion has occurred and the changes have been completed and submitted. In addition, the Accuracy Statement has been signed and resubmitted.