

1999 Planning Summary for Human Resources Administration

Goal	Indicators	Evidence
1. Enhance Customer Service	<ul style="list-style-type: none"> • Customer service surveys and feedback regarding service received 	<ul style="list-style-type: none"> • Two Customer Service Surveys were established for the HR department One was geared to new hires and the other assessed customer service delivery to campus managers
	<ul style="list-style-type: none"> • Customer Service Standards established 	<ul style="list-style-type: none"> • The HR department adopted general ADFI customer service standards and expanded upon these minimum standards. All performance appraisals included an addendum for rating customer service delivery
2. Utilize Technology to improve all services and processes	<ul style="list-style-type: none"> • New systems development 	<ul style="list-style-type: none"> • Identified initial staffing commitment to UITS in support of the HRMS project
	<ul style="list-style-type: none"> • Year 2000 preparation and readiness 	<ul style="list-style-type: none"> • Completed all planning, testing, and implementation of necessary Year 2000 modifications and enhancements for the HR department and implementation of necessary
	<ul style="list-style-type: none"> • Capital equipment and software investment 	<ul style="list-style-type: none"> • Expanded capital equipment replacement for some sections of HR • Determined and installed a standard office suite and communication package across all ADFI units • Established second-wave department-based technical support staff within HR

