

## Feedback on Mission and Measures Revisions

### Accounting, Accounts Payable, Audit

- I see that you have replaced your original audit findings outcome with one on customer satisfaction, which is fine.

### Payroll

- The one measure you list is fine, but you have dropped the satisfaction measure. To meet the need to measure response to the colleges, I will include questions on the District-wide survey about satisfaction with payroll services.

### Procurement

- Your revised mission looks fine.
- I have attached a revised version of your document that boxes both responses, and separates your paragraphs. That will help the readers down the line.
- Are you still planning to use any of the measures on the sample I provided? If so, which?

### Facilities

- Your revised mission statement is definitely an improvement.
- I'm assuming you have decided to focus this year on just the one outcome.
- Does the quarterly survey you mention already exist? If so, please send me a copy.

### DCS Technical Services

- Your Measure 1 language is still a bit unclear. I gather you decided upon one assessment of uptime per year, looking back on the percentage of uptime for the year as a whole. That does not permit you to look at your progress along the way *during* the year, which your existing methods enable you to do. I suggest that you do a quarterly or monthly assessment, looking back every time on the percentage of uptime for the previous 12 months as a whole.
- On Measure 2, I was evidently not sufficiently clear in my suggestion. Your "time from ticket generation to tech's first response" was fine; I just wanted you to add specificity, as in, for example, "Mean time from ticket generation to tech's first response each month compared to the mean during the corresponding month one year earlier."
- Please send me a copy of the set of HDO questions asked of users, and a sample of the report on user satisfaction with ticket response time.

### DCS Administrative

- Your changes have made both measures clearer and stronger.
- I still think Measure 2 qualifies as a response to the needs of the colleges.

### DCS Distributed Ed

- Your changes have improved and clarified these measures considerably.
- Measure 2: Is the scale you mention already in use in an existing customer survey? If so, please send me a sample.
- Measures 3, 5, and 6: Again, do these surveys already exist? If so, please send me a sample of each.

### EduStream

- This mission statement works better.
- Changes to the measures have strengthened them, especially Measure 3.

#### Printing Services

- You appear to have dropped the last half of your mission statement, your core business or function.
- Please send me a sample of the customer evaluation form you mention for Measure 2.

#### Human Resources

- I think the first half of your revised mission statement works well, because it clarifies what “healthy” means. The second half, though, has lost its reference to employees, which are the focus of HR services, as I understand them. “Superior customer service” is certainly important, but it strikes me as too vague to be the core business of HR. I suggest that at your next staff meeting, you try to come up with a core business that fits HR per se.
- 1.2.3: This is what you are seeking to *do*, not an assessment method. I suggest something like, “Each month, we will calculate the average recruitment time for the last 12 months for academic, classified, and management positions. Our target is to reduce the 12-month average by X days each quarter until we reach \_\_\_ days for academic, \_\_\_ days for classified, and \_\_\_ days for management positions.”
- 1.4.2: This language is not clear. I suggest something like, “Count the formal grievances filed in each fiscal year. Our target is to reduce the number every year.”
- 1.5.2: This language is not clear. I suggest something like, “Count the claims filed in each fiscal year. Our target is to reduce the number every year.” I also suggest that you identify the type of claims.
- 1.3.4, 1.4.4, 1.5.4, 1.6.4: I do not see that maintaining your departmental knowledge of market compensation, reducing grievance, reducing claims, or updating policies and procedures responds to the needs of the colleges, but perhaps I’m missing something. Have the colleges asked for these things?