DIVISION OF BUSINESS AFFAIRS CONTINUOUS IMPROVEMENT CYCLE

December

Departmental Annual Reports

Departmental Metric Review

January

February

Customer Satisfaction Survey - Faculty and Staff

Operating Plans due February 15

November

Employee Satisfaction Survey Summary Reports

October

VPBA Retreat

Employee Satisfaction Survey

June - July

Customer Satisfaction Survey Summary Reports

March

Compiled results of Customer Satisfaction Survey - Faculty & Staff

April

Customer Satisfaction Survey - Students

March - May

Employee Evaluations New FY Budgeting

May

Compiled results of Customer Satisfaction Survey - Students