

NEXT STEPS

Action Plan from results gathered in the OFAS Conference and Special Events Survey

What You Said	Responses	Item	OFAS Action Item(s)	Responsible Division(s)	Target Date(s)	Status	Notes
When asked, "What can we do to improve", you...	...asked for improved scheduling of services, resources and communication	1	<p>1) Purchase a resource reservation system. This system will allow customers to reserve rooms, auditoriums, public space, viewing and reserving resources in real time; and schedule audiovisual equipment and services.</p> <p>2) Include cell phone numbers on personal voice messages. This will enable the customer to contact the person immediately. We will also explore if the telephone system allows the user to press "0" to forward to our OFAS help desk.</p> <p>3) Backfill a vacant Audiovisual Team Leader position to coordinate customer production and A/V equipment needs.</p>	CSE	4 th Quarter FY-14 & FY-15	Planning In Progress	
	...asked for general improvements in management of the Conference and Special Events Program	2	<p>1) Develop a livesteam checklist & FAQ w/contact numbers and associated costs and will post on website.</p> <p>2) Improve Post Production process and products.</p> <p>3) Purchase / install a new projector for the Main & South Interior Auditoriums.</p> <p>4) Where necessary, identify appropriate customer service or other training for employees that receive a less than favorable review.</p>	CSE	4 th Quarter FY-14 & FY-15	Planning In Progress	