

**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
<p><b>When asked, “What can we do to improve”, you...</b></p>	<p><b>...asked for improved scheduling of services and resources &amp; communication</b></p>	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.</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 vacant A/V Team Leader position to coordinate and oversee customer production and equipment requirements.</p>	CSE	4 <sup>th</sup> Quarter FY-14 & FY-15	<p>1) Software purchased. Go Live November 2015</p> <p>2) Completed</p> <p>3) Completed</p>
	<p><b>...asked for general improvements in management of the Conference and Special Events Program</b></p>	2	<p>1) Develop a livesteam checklist &amp; 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 in the South Interior Auditorium.</p> <p>4) Where necessary, counsel employees that receive a less than favorable response on customer service, and identify appropriate training.</p>	CSE	4 <sup>th</sup> Quarter FY-14 & FY-15	<p>1) Completed</p> <p>2) Completed</p> <p>3) Completed NOTE: MIB Auditorium Projector will be installed 2016</p> <p>4) Completed</p>