

# Program Action Plan Template

<b>Program:</b> Information Services		<b>Date:</b> 7/22/2020	<b>Submitted By:</b> Paul Breedlove
<b>Action Item 1</b>	Survey		
Proposed Action	Include technology survey questions in the end of term surveys		
Responsible Party	Bill Jennings		
Success Criteria	90%		
Resources	IR department surveys		
Timeline	Evaluated per term		
<b>Action Item 2</b>	Customer service		
Proposed Action	IS support service employees attend a customer service training		
Responsible Party	Paul Breedlove		
Success Criteria	100% attendance		
Resources	LinkedIn Learning		
Timeline	1 year from hire date		
<b>Action Item 3</b>			
Proposed Action			
Responsible Party			
Success Criteria			
Resources			
Timeline			

Program Action Plan Template

Signatures:

Paul Breedlove

7/22/2020

Department or Program Lead

Date

Dean of Instruction (when applicable)

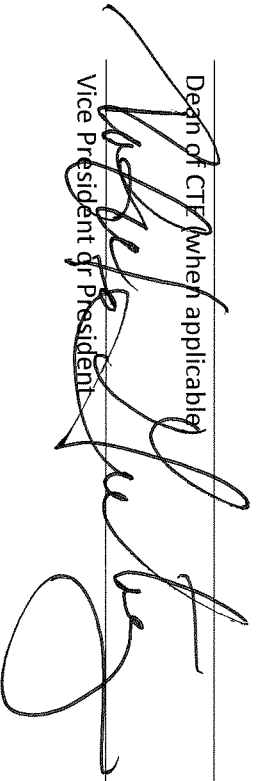
Date

Dean of CTE (when applicable)

Date

Vice President of President

Date

  
11/13/21