

Service Excellence Action Plan for Office of the Controller - Payroll

Dimension	Action Step	Timeframe
Knowledge	<p>Attend weekly payroll team meetings to share knowledge and ideas and problem solve.</p> <p>Attend OOTC retreat</p> <p>Attend all A&amp;F town halls meetings to increase overall knowledge of what other A&amp;F units do.</p>	<p>Already begun and will continue.</p> <p>October, 2024</p> <p>Has begun and ongoing</p>
Communication	<p>Add in Cisco Webex phone feature for seamless phone responses.</p> <p>Add employee telework schedule to all email signatures.</p> <p>In all emails (outgoing and responses), create a standard "script" that encourages customers to ask follow-up questions</p> <p>Utilize a "ticketing" system to repond to emails in a timely and organized manner.</p> <p>Continue to drop-in sessions for campus users. Send reminder emails each month.</p>	<p>Already implemented</p> <p>Already implemented</p> <p>Will implement in Aug 2024</p> <p>Contract signed, will be implemented by end of 2024</p> <p>Already begun and ongoing</p>
Process Improvement	<p>Revise website to make information easier to search for the user.</p> <p>Create Glacier job aids</p>	<p>Already started, to complete by March 2025</p> <p>Completed and on website</p>
Attitude	<p>At unit and 1:1 meetings, continue to discuss the importance of positive attitude when working with customers</p>	<p>Already begun and ongoing</p>
Ownership & Accountability	<p>At unit and 1:1 meetings, remind employees to learn from mistakes and if mistakes are made, review and improve any relevant processes or procedures.</p>	<p>Already begun and ongoing</p>