

## Continuous Feedback Model (CFM)

*Continuous Feedback Model (CFM)* – A process for in person and written feedback and response, that allows for improvement and alignment with our mission, vision, values and strategic directions. A summary of comments and commendations are reported to key stakeholders quarterly.

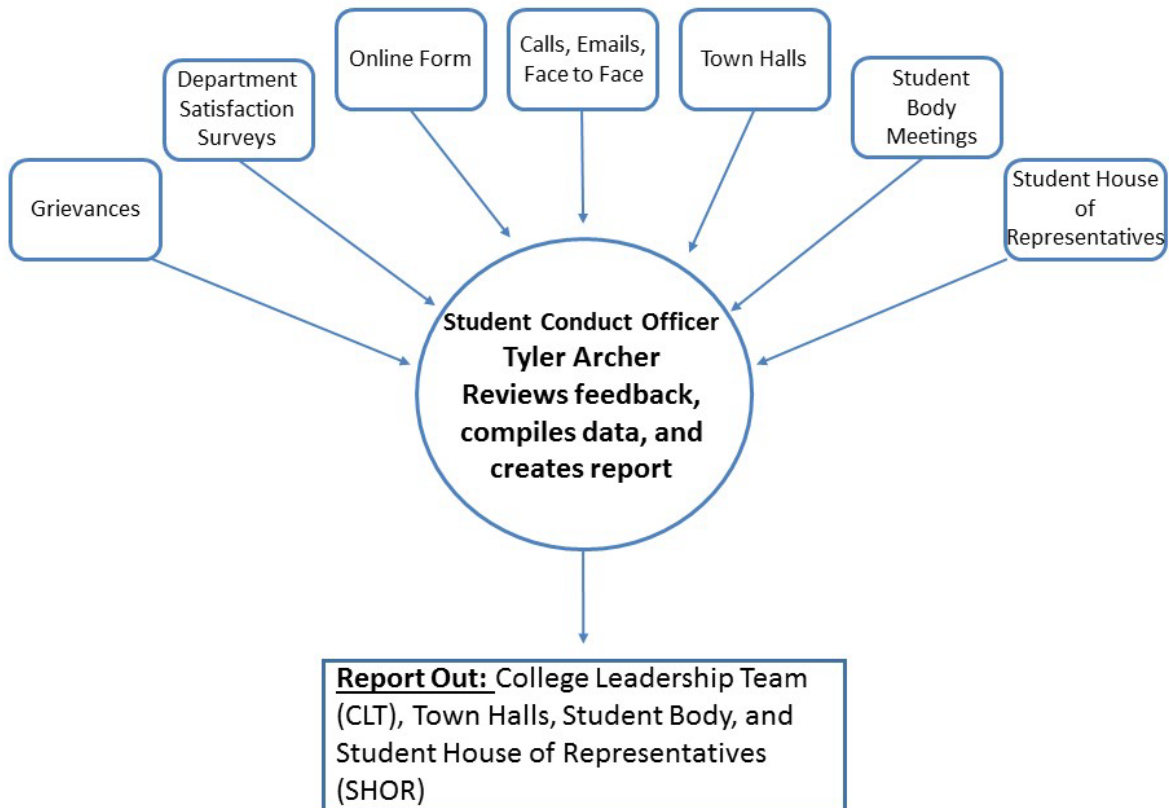
### PAC Mission:

To inspire, empower, and educate our community for leadership and success.

### Strategic Directions:

Targeting our resources for success.

Celebrate and share PAC excellence.



### Goals:

Institutional feedback & improvement    Identify recurring themes    Timely feedback & support

### Process:

1. Feedback is received through grievances, department satisfaction surveys, the online form, calls, emails, face to face, town hall meetings, student body meetings, and student house of representatives. (See diagram above)
2. Feedback is routed to the Student Conduct Officer who receives and compiles the comments/commendations into a log
3. If comment can be resolved without additional information the Student Conduct Officer responds
4. If additional information is needed from commenter it is requested

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5. Comments are initially responded to within 3 business days
6. If comment falls under a specific department or office it is forwarded appropriately for response
7. If a suggestion/complaint requires an elevated response, it is forwarded to the appropriate Vice President or Dean
8. Comments are addressed and resolved within two weeks
9. Log is completed and information is added to the monthly report
10. Student Conduct Officer presents a quarterly summary to the College Leadership Team

Tracking and Reporting:

*Log-* feedback that goes to the Student Conduct Officer will be tracked in a log that contains: date; name; banner; contact info; in-take method; office visited; time in; time out/first contact; description of concern/issue; who made the comment; category of comment; referred to another department; was issue resolved; date resolved; time of resolution; seen by Dean or VP; and the outcome.

The President, Vice Presidents, Deans and Public Relations have an individual log for their areas where they can track feedback that doesn't go through the Student Conduct Officer.

Individual departments and areas with their own satisfaction surveys have an additional log to track where the survey came from, how many they received, summary of the feedback, summary of any highlights, how long any concerns took to resolve and if there were any that couldn't be resolved and why.

Monthly the President, Vice Presidents, Deans, Public Relations, and the individual departments will submit their logs to the Student Conduct Officer so an executive summary may be created and presented to the College Leadership Team.

Feedback Parameters:

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|--|---|---|
| <ul style="list-style-type: none"> <li>• Actionable items</li> </ul> | <ul style="list-style-type: none"> <li>• Recurring or unaddressed concerns</li> <li>• Customer service</li> </ul> | <ul style="list-style-type: none"> <li>• Opportunities</li> <li>• Suggestions</li> <li>• Commendations</li> </ul> |
|--|---|---|

Feedback Examples:

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|---|--|---|
| <ul style="list-style-type: none"> <li>• Frequent questions about content in the PAC Catalog</li> </ul> | <ul style="list-style-type: none"> <li>• Need for additional day or night courses</li> <li>• Concerns about flooding in areas of campus</li> </ul> | <ul style="list-style-type: none"> <li>• Trends/Ongoing concerns</li> <li>• Welcome Center had excellent customer service!</li> </ul> |
|---|--|---|

Feedback that Does Not Need to be Tracked/Submitted to Student Conduct Officer:

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|---|--|
| <ul style="list-style-type: none"> <li>• I don't like my X class</li> <li>• Why did Financial Aid take so long to come through?</li> <li>• I can't log into ACES</li> </ul> | <ul style="list-style-type: none"> <li>• Where is my transcript?</li> <li>• Specific student questions that can be easily answered or resolve</li> </ul> |
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