Entering Semi-Annual Action Plan Progress Reports
in Compliance Assist

This guideline contains directions for entering semi-annual action plan progress reports in Compliance Assist. The topics include:

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   A. Description of Action Plan Implementation Status
   B. Data Results and Analysis To-date
   C. Upload of Electronic Data Evidence

II. Compliance Assist Entry Directions with Screenshots (p. 2-3)

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I. Action Plan Progress Content

Action Plan Progress reports should address three things: (1) implementation status, (2) data results to-date, and (3) upload of electronic data evidence.

A. Description of Action Plan Implementation Status

The action plan progress report should summarize the implementation status of the plan as of the end of the first half of the fiscal year (7/1 – 12/31). Explain what has been completed for the action plan (narrative should be more than just a statement of “in progress”). Note, some objectives have more than one action plan, so each plan should be addressed separately.

If the status report is that the plan has not yet been implemented, explain “why not” and when you anticipate implementing the plan.

Refer to the data field “Implementation Steps and Timeline” you previously completed in Compliance Assist to assist you. The timeline should help to inform what steps of the plan were to be completed by term and year dates.

B. Data Results and Analysis To-date

If data results used in the measurement method(s) are available to support the action plan progress, include a description of those results with the progress update. Depending on the measurement method used, data may only be available annually (e.g. the results from the Campus Services Satisfaction Survey).

For action plans with data available, if the action plan has been implemented, fully or in-part, analyze the data by comparing the results to the benchmark, the same time as the prior year, or examine any trend data you may have. You can also discuss the strengths and weaknesses of your results. The purpose is to look at the data to determine if the action plan is making a difference in meeting the benchmark. If you don’t remember your measures/benchmarks, scroll up in Compliance Assist to find the benchmark and measurement fields.

For action plans without data, state when the data will be available to compare to the benchmark such as “data results will be available in June 2018.”
C. Upload of Electronic Data Evidence

For action plan progress with data results, upload an electronic copy of your data. The directions for the upload are described on p. 3.

II. Compliance Assist Entry Directions with Screenshots

To enter action plan progress reports in Compliance Assist, follow the steps listed below.

A. Log into Compliance Assist (http://gatech.compliance-assist.com) OR (http://gatech.campuslabs.com/planning/)

B. Click on Planning and wait for authentication

C. Your view should default to your Responsible Items (if not, please contact Janine)
D. Click on the hyperlink for the first objective for which you need to enter action plan progress

E. Scroll to data field “Semi-Annual Progress #1 (JUL-DEC)” and begin typing your narrative in the data field.

1. Describe the status of your implementation steps for the action plan. Explain what have you accomplished to-date. Discuss more than just “in progress.”

2. Describe data results and analyze them. To analyze data, compare the results to the benchmark, prior year or historical trends or discuss strengths and weaknesses. If you’re not meeting the benchmark or have differences from the prior year/trends, to what do you attribute the change? What variables or conditions may be impacting your results. Note: There is no “Save” button for this data field box. If you click outside the data box, you’ll see a green check appear that the content has been saved (this may take a while, but don’t wait for it).

3. To upload your electronic data evidence, click on the + File link to upload electronic data evidence. Follow typical procedures for locating your data file on your computer and uploading it.
F. Scroll to the bottom and **click Done. This also saves your work!**

G. Repeat steps D, E and F for each objective and action plan for which you are responsible

**III. Examples**

**A. Action Plan with Progress and Data Results**

The Transportation Department had an action plan to implement an updated Stingerette reservation system to improve automated dispatching of Stingerette drivers using GPS positioning in order to decrease Stingerette wait-times.

*Action Plan Progress Report*

The transportation department implemented the new automated dispatching system, RideCell, for Stingerette drivers beginning in August 2016. Riders may now download an app on their cell phones to track the progress of the driver to, and their expected wait-time at, their pick-up location. As part of the new system, riders are able to provide immediate feedback ratings upon the completion of their ride (i.e. like Uber or Lyft).

Data for the first half of FY 17 indicate that average wait-times are slightly higher (6 minutes) compared to the first half of FY 16 (5 minutes). There may be many variables that may impact wait-times such as where the rider needs to be picked-up. Based on a review of the daily feedback from the RideCell rating system, it appears riders have been very satisfied with the Stingerette service as the majority of ratings have been 4 or 5 stars out of a maximum of 5 stars.
B. Action Plan with Progress and No Data Results

The Student Center had an action plan to require customer service training for its employee and students staff to maintain its high customer service rating on the Campus Services Satisfaction Survey.

*Action Plan Progress Report*

The department is on target to meet the action plan timeline for Fall 2016. During the Student Employee Training in August there was a strong emphasis on Customer Service. The Post Office Customer Service Training is scheduled for the end of December after the semester is over. Data will be available in late spring 2017 to determine if the training had an impact on the department’s customer service ratings from the Campus Services Satisfaction survey that is administered in the spring semester only.

C. Action Plan with No Progress and No Data Results

The Parking Department had an action plan to implement an “early-bird” citations payment program to increase revenue from parking citations. The incentive of this plan is to reduce the number of certain types of citations either by a percentage or a dollar amount for people who pay the citation within 5 days.

*Action Plan Progress Report*

The parking department was unable to implement the early bird citation payment program during the first half of FY 2017. The department’s parking management system, T2, is currently undergoing upgrades and the new program to manage the citation process hasn’t been entered into the system. The department expects that the upgrade will be completed by January 1st at which time, the department will implement the new early bird citation program and can begin tracking the response rate of people contacted to participate. Once sufficient data have been collected, the department anticipates comparing year-over-year revenue figures to determine if the program has helped to increase revenue from citations.

IV. Semi-annual Action Plan Reporting Timeline

Semi-annual reports on action plans are due four times per year after the close of the fiscal year quarters as per the following schedule:

<table>
<thead>
<tr>
<th>Semi-Annual Reporting Time Frames</th>
<th>Progress Report Due Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid-Year Progress 1-July 1st - December 31st</td>
<td>By January 31st</td>
</tr>
<tr>
<td>*End-of-Year Progress 2-January 1st – June 30th</td>
<td>By July 31st</td>
</tr>
<tr>
<td>New/Revised Strategic Plans for next Fiscal Year</td>
<td>By July 31st</td>
</tr>
</tbody>
</table>

*More specific instructions will be forthcoming for End-of-Year progress reports.*