

FINAL RECOMMENDATION

Recommendation of the Action Plan Team: CORE Mission

State of Issue #: 5-11

Recommendation #: R-24

Summary: Create a model plan or checklist to provide information to customers and instructors when new publications/products become available.

Recommendation:

1. Adopt recommendation for course instructors, program chairs and instructional systems specialists to continually review the current list of publications and products and promote their use in the classrooms and as reference materials. (Contracts for future instructors need to reflect this new requirement when writing the statement of work.)
2. Create within the USFA web page a section for NFA instructors: "Instructors Need-to-Know", informing them of new publications, products, training requirements and other information available for their use in the classroom.
3. Consideration should be given to adding all NFA course instructors to the USFA Web Master's automatic notification system.

Background: Until recently, no plan was in place to accomplish this recommendation. Generally the customers and instructors had no systematic way to learn of new products, programs and services. Usage of this new system will enhance USFA communications between the program area and course delivery staff.

1. Step(s) to Achieve: The following checklist has already been initiated to provide information to our customers and instructors and on-going enhancement will continue:
 - Listing of new publications and products are posted on USFA's Web Page
 - Notice of availability is disseminated internally to staff on campus
 - Copies of new publications/products provided to the LRC
 - Information on Campus KIOSK system
 - Quarterly updates of the Publications Listing and Publications Order Form now available in all NFA on-campus classrooms
2. Estimated Time Frame: Partially implemented already with full implementation anticipated by the end of FY2000.
3. Estimated Cost: Staff time

4. Outcome: More options for USFA customers and instructors to be knowledgeable of all new publications/products available for their use.

Conclusion:

The Core Mission Team supports this recommendation. Providing up-to-date publications/products to our customer's increases USFA partnership with fire protection, emergency medical services and emergency management communities. USFA acknowledges using this system to aggressively market its products.

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