

Strategies to achieving goals

Objective 1, Goal 1: In each year, a minimum of 90% of our volunteers will rate their experience at the *** as “excellent.”

Strategies:

- a) Data Collection:
 - i. A committee assigned by the Board of Directors will assess and update our current On-Line Survey to ensure that questions are effective in collecting relevant data. [Report Due: January, 20**] [Process repeated bi-annually or at the discretion of Board.]
 - ii. Using Stage Managers’ communication, e-mail contact and peer-to-peer discussion, we will encourage volunteer response to our On-Line Survey, achieving a minimum of 100 responses per year by the end of the 20**-20** Season [and annually thereafter.]
- b) Data Assessment:
 - i. The Volunteer Committee will compile and assess data collected through the on-line survey. [Report Due: August, 20** Annul Meeting and annually thereafter.]
- c) Recommendations
 - i. The volunteer committee will note and report any instances in which the overall experience rating falls below 90%, and will make recommendations to the Board on causes and potential solutions. [Report Due: August, 20** Annul Meeting and annually thereafter.]

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Objective 3, Goal 5: At all times, staff will perform in such a way as to enhance the quality of theatrical experiences we provide.

Strategies:

- a) A statement of our expectation for all staff members to emphasize quality volunteer experiences in their daily activities will be added to the personnel manual and job descriptions by September, 20**, and specifically communicated to all staff by the Producing Director.
- b) The Producing Director will provide each employee with an annual assessment of performance, including actions that added to or detracted from either the actual quality or the perceived quality of our offerings, at an individual meeting between March and August of each year.
- d) A section for volunteer evaluation of staff members will be added to the on-line Volunteer Survey, and their level of satisfaction will become part of annual personnel evaluations. [Addition by August, 2007]