Central Services Performance Plan

Department

INTRODUCTION

Similar to how the *School Performance Plan* serves as a blueprint designed to support school leadership teams in improving overall school performance, the *Central Services Performance Plan* will serve as a blueprint designed to assist and guide central service departments and divisions in improving overall services and support to schools.

Transparent reporting of the central services surveys provides information to school communities and the public to ensure accountability for results. The *Central Services Performance Plan* will allow central service departments and divisions to focus their efforts and guide their work to improve services and support to schools.

The *Central Services Performance Plan* is a tool for central service personnel to document and monitor their plans for improving customer service and support. The plan will provide information on the division and/or department data analysis and identify strategies that will be utilized to increase services and support to schools.

PROCESS

The following template will be used by all departments to analyze the data relative to both the Central Service staff survey, as well as the School-Based Central Service survey. Using a process similar to that of creating the *School Performance Plan*, central service personnel will identify measurable goals designed to increase services and support to schools. Specific action steps will be detailed to strategically prioritize and focus efforts.

TIMELINE

July 6--Departments submit completed Performance Plan to division leader

July 20-- Division leaders submit reviewed and approved plans to appropriate Unit Chief

July 27--Plans are reviewed and approved by Unit Chiefs

August 1-- Plans will be posted to ccsd.net

Percent Positive Staff Responses: Central Services Staff Responds

This visualization begins with employees of Central Service, rating Central Service. This is a big picture view showing the overall percentage of respondents who agreed with each question (by selecting either 'Agree' or 'Strongly Agree'). Longer and darker green bars indicate a higher percentage of respondents who agree with the statement and shorter, lighter bars signal a lower percentage of respondents agreeing with the statement. By toggling the menus on the right-hand side, you are able to filter responses by the Unit, Division, and Department being rated, which will show the percentage of positive responses for each question by that specific Unit/Division/Department.

What do you notice at the **unit level**? Strengths/Concerns	
What do you notice at the **division level**? Strengths/Concerns	
What do you notice at the **department level**? Strengths/Concerns	
What patterns or trends are appearing?	

Question/Employee Category: Central Services Staff Responds

This visualization focuses attention on perceptions of each category of employee by looking at only the responses for a singular question. The large graph shows the number of respondents from each employee category (Administrative Personnel, Licensed Personnel, and Support Staff). The second, smaller graph shows the percentage of each employee category who selected a positive response (either 'Agree' or 'Strongly Agree') for that particular question. On the right-hand side you can toggle from the overall average to a specific Unit, Division, or Department.

What do you notice at the **administrative level**? Strengths/Concerns	
What do you notice at the **licensed level**? Strengths/Concerns	
What do you notice at the **support staff level**? Strengths/Concerns	
What patterns or trends are appearing?	

Percent Positive Staff Responses: School Staff Rate Central Services

This visualization shifts focus to ratings of Central Services (as a whole) by school-based staff. This is a big picture view that shows the four questions regarding perceptions of Central Services and the percentage of school-based staff who indicated a positive response (either 'Agree' or 'Strongly Agree') to each question.

What is your first impression of the data?	
In which area(s) do you identify strengths?	
In which area(s) do you identify challenges?	

Question/Employee Category: School Staff Rate Central Services

This visualization reveals the percentage of positive responses by school-based staff (by employee category) for all Central Services. The upper graphic, with vertical bars, shows the number respondents in each employee category (Administrative Personnel, Licensed Personnel, and Support Staff) who participated in the survey. The lower graphic shows the percentage of each employee category who selected a positive response ('Agree' or 'Strongly Agree') for that question. Using the right-hand toggle, you are able to focus on employee categories of interest. This reveals differences in the perception of Central Services as a whole by each employee type in the schools.

What do you notice at the **administrative level**? Strengths/Concerns	
What do you notice at the **licensed level**? Strengths/Concerns	
What do you notice at the **support staff level**? Strengths/Concerns	
What patterns or trends are appearing?	

Percent Positive Staff Responses: School Staff Rates Individual Central Services

This visualization focuses on ratings by school-based staff of each individual department/division in Central Services. Like previous graphs, the bars indicate the percentage of respondents who selected a positive response (either 'Agree' or 'Strongly Agree') for each question. Bars that are longer and a darker green color signal a higher percentage of positive responses.

What do you notice at the **unit level**? Strengths/Concerns	
What do you notice at the **division level**? Strengths/Concerns	
What do you notice at the **department level**? Strengths/Concerns	
What patterns or trends are appearing?	

Question/Employee Category: School Staff Rates Individual Central Services

This visualization provides the school-based staff responses directed at individual Central Services department/divisions by question and employee category. The upper graphics show how often respondents interacted with the department/division selected and the number of respondents in each employee category (Administrative Personnel, Licensed Personnel, and Support Staff). The lower graphic indicates the percentage of positive responses ('Agree' or 'Strongly Agree') by each category of employee.

What do you notice at the **administrative level**? Strengths/Concerns	
What do you notice at the **licensed level**? Strengths/Concerns	
What do you notice at the **support staff level**? Strengths/Concerns	
What patterns or trends are appearing?	

Compare School Staff Rating to Central Services Rating

Based on the strengths/concerns identified in both the Central Services rating and the School-Based rating, consider how the conclusions from each complement and/or conflict with each other.

How are the responses from the two surveys similar?	
How do they differ?	
What patterns or trends are appearing?	
How does the data compare with our expectations relative to the Principles of Organization?	
List areas in need of improvement for consideration in determining goals.	