

Central Services Performance Plan: User Guide

The purpose of this user guide is to help CCSD departments navigate through the Central Services Performance Plan.

There are two separate fillable documents, located within the [Central Services Survey Visualization](#) (Viz), that encompass the Central Services Performance Plan.

The documents include:

- The **Data Analysis Tool** will assist departments in evaluating their own data using guiding questions that will assist in completing the **Goals Page**. This tool will be for internal use only.
- The **Goals Page** will assist departments in developing goals and action steps to guide their work in supporting schools. The **Goals Page** will be made public along with the survey results for units, divisions, and departments.

Page 1: Cover Page of the Data Analysis Tool

- Enter the Department Name

Note the timeline of events for the Central Services Performance Plan at the bottom of the page.

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

Page 2: Central Services Rating Central Services (How Central Services evaluated themselves)

Percent Positive Staff Responses

2 - Select Respondent Type

Central Services Staff Responses

Employee Category
(All)

Organizational Level 1
(All)

Organizational Level 2
(All)

Organizational Level 3
(All)

Organizational Level 4
(All)

Access the tab in the Central Services Survey Viz titled “Percent Positive Staff Responses.”

Use the filters on the right hand side to drill down to your unit, division, and department.

Analyze the data available to complete the top section on page 2 of the Performance Plan.

Percent Positive Staff Responses: Central Services Staff Responds	
<i>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.</i>	
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?	

Access the tab titled "Central Service Staff Responses"

Central Service Staff Response...

3 - Select a Valid Question
 Q1: In general, the relationship be... ▼

Use the filter on the right hand side to drill down to specific questions.

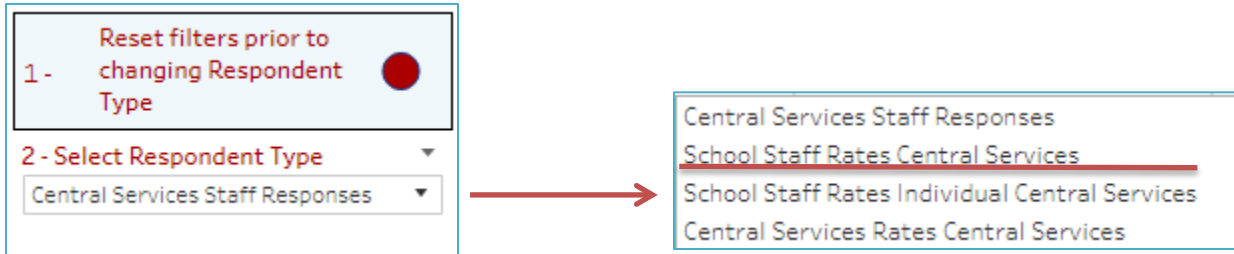
- Q1: In general, the relationship between schools and Central Services in this district is one of partnership.
- Q2: My department has an effective system for keeping track of important dates and deadlines.
- Q3: My department operates with a clear understanding how the work of each of its staff members supports the work done in schools.
- Q4: If a school calls and needs to be transferred to another Central Services department, it is easy to know where to direct their concern.
- Q5: My department provides quality customer service to schools.
- Q6: My department is responsive to the needs of schools.
- Q7: Upon contact from a school, my department follows-up with the school in a timely manner.
- Q8: My department acts professionally when working with schools.
- Q9: My department is committed to resolve the issues at schools.
- Q10: My department provides quality services to schools.
- Q11: I know what is expected of me at work.
- Q12: I have the materials and/or equipment to properly complete my work.
- Q13: I receive the training I need to perform my job successfully.
- Q14: My department has the appropriate staffing to support the services needed at schools.
- Q15: I receive effective and useful communication from the District.
- Q16: I view the District as a credible source for information.
- Q17: The District is transparent and open about how it operates.

Analyze the data available to fill in the bottom section on page 2.

Question/Employee Category: Central Services Staff Responds	
<i>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.</i>	
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?	

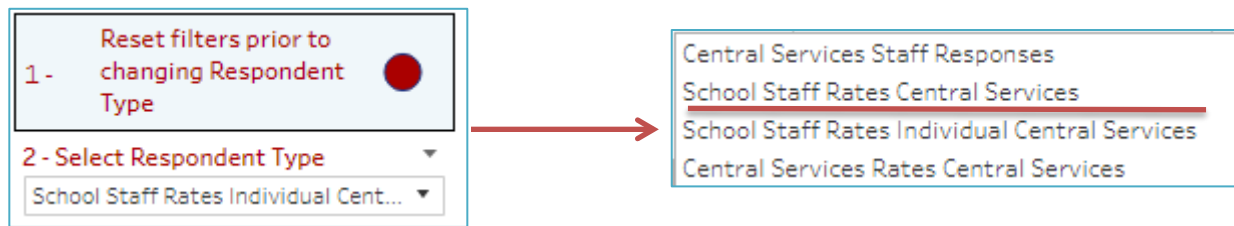
Pages 3-4: School Staff Ratings of Central Services (How School-Based Staff evaluated Central Services)

Continue the above steps to analyze data from “Percent Positive Staff Responses” with the “School Staff Rates Central Services” filter **and** “Central Services Staff Responses: By Question /Employee Category” with the “School Staff Rates Central Services” filter to complete page 3 of the Performance Plan.



Percent Positive Staff Responses: School Staff Rate Central Services	
<i>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.</i>	
What is your first impression of the data?	
In which area(s) do you identify strengths?	
In which area(s) do you identify challenges?	

Central Service Staff Response...



Continue the above steps to analyze data from “School Staff Rates Individual Central Services” to complete page 4 of the Performance Plan.

If you are changing between Respondent Types, make sure to press the red button to clear out the filters.

Page 5: Compare School Staff Rating to Central Services Rating

This page will be completed by synthesizing the data completed on pages 2-4. Complete the table on page 5 to assist you with identifying goals and action steps.

Compare School Staff Rating to Central Services Rating	
<i>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.</i>	
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.	

Goals Page: Identify Goals and Action Steps

Complete the top section of the Goals Page.

UNIT / DIVISION / DEPARTMENT INFORMATION			
Unit Name		Department Name	
Division Name		School Year	

To identify goals for the department, begin with the needs you listed on page 5.

List areas in need of improvement for consideration in determining goals.	
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Select two areas in need of improvement from the list of concerns. These are what you will use to develop goals.

Develop one measurable goal for each area of need.

<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">GOAL ONE</div> <div style="border: 1px solid black; height: 100px; width: 100%; margin-top: 5px;"></div>	<div style="border: 1px solid black; padding: 2px; width: fit-content; margin: 0 auto;">GOAL TWO</div> <div style="border: 1px solid black; height: 100px; width: 100%; margin-top: 5px;"></div>
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SAMPLE: The Assessment Department will take a proactive approach in providing quality services to schools in a timely manner, as evidenced by an increase of 20% in positive responses in the annual Summative Assessment Survey.

GOAL ONE
The Assessment Department will take a proactive approach in providing quality services to schools in a timely manner, as evidenced by an increase of 20% in positive responses in the annual Summative Assessment Survey.

In the Action Steps section, list one brief action step per box to complete the goal.

Action Steps	<ul style="list-style-type: none"> • Create tracking system to document all topics related to assessment inquiries, to include the date and time of the inquiry • Set expectation that all inquiries are to be responded to within 24 hours • On a monthly basis, disaggregate and analyze incoming calls to determine trends and patterns regarding assessment inquiries • Create guidance documents and/or communication for schools, based upon common inquiries identified through analysis
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In the Personnel Responsible row, list all department staff responsible for completing the action step.

Personnel Responsible	Department Administrator
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The Monitoring Plan row will include data and/or evidence which will be analyzed to determine the effectiveness of the action step (quantitative and/or qualitative).

Monitoring Plan (Evidence/Data the action step has occurred)	Time will be dedicated during staff meetings to discuss progress on providing quality services to schools in a timely manner.
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The Timeline row specifies when evidence of implementation will be collected and/or analyzed.

Timeline	Goal one will be completed no later than May 24, 2019.
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As goals are met, additional goals can be developed from the list of needs on page 5. Use additional Goal pages if needed.