

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services Unit	Department Name	Grants Development & Administration
Division Name	Assessment, Accountability, Research, and School Improvement	School Year	2017-2018

IDENTIFY GOALS AND ACTION STEPS

Select two areas in need of improvement from your list of concerns. Use the space below to identify the goal for each concern.

GOAL ONE

Increase the percentage of positive responses from administrative personnel on Question 3: "Commitment to address my needs" by GDA from 67% to 80% by April 2018 as measured by the Central Services Survey.

Action Steps	Develop a customer survey link at the bottom of administrator emails allowing customer feedback on an immediate basis relative to needs being met.
Personnel Responsible	Department Administrator
Monitoring Plan (Evidence/Data the action step has occurred)	Time will be dedicated during staff meetings to discuss customer satisfaction.
Timeline	August 2017 - April 2018

GOAL TWO

Increase the percentage of positive responses on Question 4: "If a school calls and needs to be transferred to another Central Services department, it is easy to know where to direct their concern" from 62% to 77% by April 2018 as measured by the Central Services Survey.

Action Steps	Create an interactive agenda to enable GDA staff to document questions in real time so they may be discussed during staff meetings with the appropriate answer documented. Develop a Grant Directory Guide to provide appropriate grant contact information in a single document.
Personnel Responsible	Department Administrator
Monitoring Plan (Evidence/Data the action step has occurred)	Time will be dedicated during staff meetings to discuss questions in order that GDA may provide the highest quality customer service to schools and answers appropriately documented.
Timeline	August 2017 - April 2018