

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instuctional Unit	Department Name	Compliance and Monitoring
Division Name	Student Services Division	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

OCM will increase the number of surveys completed by OCM staff, schools and Central Services departments.

Action Steps	Verbal reminders and emails will be provided to OCM staff, schools and Central Services personnel to complete survey
Personnel Responsible	OCM administration, compliance monitors and support staff.
Monitoring Plan (Evidence/Data the action step has occurred)	Count of the number of surveys completed and returned.
Timeline	2017-2018 school year

GOAL TWO

OCM will direct callers to the appropriate departments when receiving a call outside of OCM responsibilities

Action Steps	When OCM receives a call outside the area of office responsibilities, the staff member receiving the call will listen to the callers concerns and direct them to the appropriate department or school.
Personnel Responsible	OCM administration, compliance monitors and support staff.
Monitoring Plan (Evidence/Data the action step has occurred)	An electronic phone log will be utilized to record calls to maintain data that includes call name, concern and appropriate response.
Timeline	2017-2018 school year.