

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Office of the Chief Instructional Services	Department Name	Related Services
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

Related Services Departments will increase timeliness of responding to school requests as evidenced by an increase of 20% in positive responses for this communication indicator within the annual Summative Assessment Survey.

Action Steps	Outline the internal/external communication structures to be used by departments in fielding, processing, and answering school requests for assistance; share outlined information among department administrators and support staff for implementation.
Personnel Responsible	Related Services Department Administrators and Director of Related Services
Monitoring Plan (Evidence/Data the action step has occurred)	Time will be dedicated during administrative meetings to discuss progress on providing quality communication to schools in a timely manner.
Timeline	Goal one will be met by May 1, 2018

GOAL TWO

Related Services Departments will increase school perceptions of commitment by Related Services to addressing school needs as evidenced by an increase of 20% in positive responses for this communication indicator within the annual Summative Assessment Survey.

Action Steps	Create and implement recruitment plan to minimize school assignment vacancies; periodically analyze available department data to determine patterns or trends in serving schools, with implications for improving communication practices with schools.
Personnel Responsible	Related Services Department Administrators and Director of Related Services
Monitoring Plan (Evidence/Data the action step has occurred)	Time will be dedicated during administrative meetings to discuss progress on providing quality communication to schools in a timely manner.
Timeline	Goal one will be met by May 1, 2018

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Office of the Chief Instructional Services Officer	Department Name	Community Outreach
Division Name	Student Services	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

Community Outreach department will achieve an 80% positive response from schools for providing requested assistance within two working days as evidenced by the Central Services Survey School Staff Ratings by May 18, 2018.

Action Steps	Create tracking system to document time between incoming requests from schools and responses back to schools from Community Outreach department.
Personnel Responsible	Department administrator and staff will update the tracking system each time a school submits a request to the Community Outreach department.
Monitoring Plan (Evidence/Data the action step has occurred)	Community Outreach department will tally the time between school requests and Community Outreach department responses monthly.
Timeline	Goal one will be completed by May 18, 2018.

GOAL TWO

Action Steps	
Personnel Responsible	
Monitoring Plan (Evidence/Data the action step has occurred)	
Timeline	