

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Office of the Chief Instructional Services Officer	Department Name	Humanities
Division Name	Instructional Design and Professional Learning 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

To provide timely service to schools and the District.

Action Steps	Identify areas of improvement or concern using data from the Humanities Service and Support Google Form. Address those areas of improvement or concern. Update department processes and procedures to reflect areas of improvement or concern.
Personnel Responsible	Director, Shannon La Neve, department coordinators, project facilitators, and secretaries.
Monitoring Plan (Evidence/Data the action step has occurred)	Phone call log Humanities Service and Support Google Form Google sheet for tracking large department projects
Timeline	Share process and procedures with Humanities staff. Promote and implement the Humanities Service and Support Google Form to all departments. Review the data monthly from the Humanities Service and Support Google Form. Communicate areas of improvement and concerns to all staff. Adjust department process and procedures in order to address areas of improvement or concern.

GOAL TWO

To provide quality service to schools and the District.

Action Steps	Identify areas of improvement or concern using data from the Humanities Service and Support Google Form. Address those areas of improvement or concern. Update department process and procedures to reflect areas of improvement or concern.
Personnel Responsible	Director, Shannon La Neve, department coordinators, project facilitators, and secretaries.
Monitoring Plan (Evidence/Data the action step has occurred)	Phone call log Humanities Service and Support Google Form Google sheet tracking large department projects
Timeline	Share process and procedures with Humanities staff. Promote and implement the Humanities Service and Support Google Form to all departments. Review the data monthly from the Humanities Service and Support Google Form. Communicate areas of improvement and concerns to all staff. Adjust department process and procedures in order to address areas of improvement or concern.