

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Office of the Chief Instructional Services Officer	Department Name	K - 12 Mathematics
Division Name	Instructional Design and Professional Learning	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

The K - 12 Mathematics Department will work to provide quality customer service to schools as evidenced in an increase of 10% in positive responses in the annual Summative Assessment Survey.

Action Steps	Create a menu of services and communicate to schools. Maintain an active website to ensure current information regarding staff and services is communicated. Create tracking system of all services provided. Analyze tracking system data monthly for utilization of services.
Personnel Responsible	Barbara Perez, Director, other department administrators
Monitoring Plan (Evidence/Data the action step has occurred)	Data from tracking system will be analyzed during monthly department meetings.
Timeline	Goal one will be completed no later than June 30, 2018.

GOAL TWO

The K - 12 Mathematics Department will respond to schools in a timely manner as evidenced in an increase of 10% in positive responses in the annual Summative Assessment Survey.

Action Steps	Create a tracking system of all inquiries (phone and email). Communicate expectations that all inquiries are to be responded to within two business days. Analyze tracking system data monthly to ensure responses are timely.
Personnel Responsible	Barbara Perez, Director, other department administrators, project facilitators, support staff
Monitoring Plan (Evidence/Data the action step has occurred)	Data from the tracking system will be analyzed during monthly department meetings.
Timeline	Goal one will be completed no later than June 30, 2018.