

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Literacy and Language Development (LLD)
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

Increase school and department partnership opportunities by developing professional learning opportunities for both administrators and ELA teachers that offer open and wider access.

Action Steps	Increase professional learning opportunities based on 2016-17 LLD Teacher Needs Survey, including adding a Fall Literacy Conference. The staff of LLD will begin developing and implementing webinars and online courses, as well as PDE courses to increase access to administrators and teachers.
Personnel Responsible	Barbara Lindsay, Director, coordinators
Monitoring Plan (Evidence/Data the action step has occurred)	Post opportunities to Weekly Wire, In the Loop, direct emails, and IDPL website. Direct contact with schools/users in need of support with assistance opportunities. Catalog and track opportunities, attendance, and feedback.
Timeline	July 2017 - June 2018

GOAL TWO

Ensure needs of customers are being met via a menu of services, site-based support, evaluations, and follow-up surveys of each interaction via a Google Form attached to all correspondence.

Action Steps	Create an Instructional Design and Professional Learning (IDPL) menu of services and accurate website so stakeholders understand the level and content of support provided by LLD; continue to use surveys to identify professional learning needs; build school partnerships with administrators during classroom walks and Site Based Collaboration Time (SBCT) guidance; respond to all correspondence within 24 - 48 hours; ask if all needs have been met or how we may continue to assist; and use a Google survey regarding all interactions to monitor satisfaction.
Personnel Responsible	Barbara Lindsay, Director, coordinators
Monitoring Plan (Evidence/Data the action step has occurred)	IDPL menu of services and website available; survey results; calendar of site-based classroom walks and professional development; internal tool for monitoring correspondence; Google survey results and analysis.
Timeline	July 2017 - August 2018