

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Online and Blended Learning (OBL)
Division Name	Instructional Design and Professional Learning (IDPL)	School Year	2017-18

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

Create a branding that helps others recognize the Online and Blended Learning department and the services they provide.

Action Steps	1. Utilize the "BlendED" initiative to increase awareness of online and blended learning. 2. Establish a visual online presence to clients/CCSD staff for ease of access and knowledge of OBL staff and who to contact for what purposes.
Personnel Responsible	Kim Loomis, Director
Monitoring Plan (Evidence/Data the action step has occurred)	1. Add BlendED to PDE courses and establish a BlendED Learning Channel in Canvas Learning Network with other professional development options. 2. Information about the Online and Blended Learning Department on the Instructional Design and Professional Learning (IDPL) Division website and create a CCSD internal conference within Canvas Community.
Timeline	1. Online and Blended Learning sites by October 2017 2. BlendeED Learning Network and advertisement by January 2018

GOAL TWO

Provide quality customer service that is timely and correct, in a professional manner.

Action Steps	1. Ensure OBL staff know the goals and expectations of quality customer service. 2. Monitor site visits and on-site professional development services.
Personnel Responsible	Kim Loomis, Director
Monitoring Plan (Evidence/Data the action step has occurred)	1. Staff meeting to discuss survey results and expectations. 2. Establish a Google calendar layers to track site visits and professional development.
Timeline	1. Staff meeting August 2017. 2. Google calendar layer August 2017, with usage throughout the year.