

## UNIT / DIVISION / DEPARTMENT INFORMATION

<b>Unit Name</b>	Office of the Chief Instructional Services Officer	<b>Department Name</b>	K-12 Science
<b>Division Name</b>	Instructional Design and Professional Learning	<b>School Year</b>	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 Science Department will provide responses to school requests in a timely manner as evidenced by an increase of 10% in positive responses in the annual Summative Assessment Survey.

<b>Action Steps</b>	Set and communicate expectation that all inquiries will receive a response within two working days Create a system to track response to all inquiries made of the department and the timeliness of response Ensure all barriers to communication (i.e. phone system, email, etc) are resolved Analyze tracking system data at least once a month and take corrective action when necessary Develop a department website/canvas course to assist with communication between department and schools
<b>Personnel Responsible</b>	Sheryl Colgan, Director, other department administrators, project facilitators, and support staff.
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Data from the tracking system will be examined, analyzed, and discussed at least one time per month.
<b>Timeline</b>	Goal one will be completed no later than June 30, 2018.

### GOAL TWO

The K-12 Science Department will show a commitment to addressing the needs of schools as evidenced by an increase of 10% in the positive responses in the annual Summative Assessment Survey.

<b>Action Steps</b>	Set and communicate expectation that all department members will work to address the needs of schools Create a system to track school satisfaction with the commitment to address their needs via surveys provided after workshops as well as a "customer service survey" to be provided to those seeking assistance from the department Analyze tracking system data at least once a month and take corrective action when necessary
<b>Personnel Responsible</b>	Sheryl Colgan, Director, other department administrators, project facilitators, and support staff.
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Data from the tracking system and surveys will be examined, analyzed, and discussed at least one time per month.
<b>Timeline</b>	Goal two will be completed no later than June 30, 2018.