UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Office of the Chief Instructional Services	**Department Name**	Nevada Alternate Assessment(NAA)
Division Name	Student Services	**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

NAA will increase the number of responses/contacts made and assure a high level of customer service for each individual this department serves. The survey satisfaction level will increase by 30%.

Action Steps	Provide clear direction to all staff that customer service is the number one priority and to provide good customer service in a timely fashion.
Personnel Responsible	All staff affiliated with NAA.
Monitoring Plan (Evidence/Data the action step has occurred)	CCSD survey results and datalab will be monitored at the end of the school year.
Timeline	The goal will be completed by the end odf the 2017-18 school year.

GOAL TWO

Action Steps	
Personnel Responsible	
Monitoring Plan (Evidence/Data the action step has occurred)	
Timeline	