

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Deaf/Hard of Hearing
Division Name	Student Services Division	School Year	2018-2019

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 Deaf/Hard of Hearing Department's Itinerant Services will increase the number of positive responses by 10% in the area of customer service as evidenced in the annual Assessment Survey.

Action Steps	Customer Satisfaction surveys to be broken down into specific questions Review survey results and provide feedback to staff
Personnel Responsible	Itinerant Teachers/Counselors and Transition Specialist DHH Coordinator
Monitoring Plan (Evidence/Data the action step has occurred)	Monthly monitoring of survey by staff and Coordinator. Time will be dedicated during monthly staff meetings to discuss progress and concerns with protocols as evidenced by continual updates. Collect notes
Timeline	August 13, 2018 - May 15, 2019

GOAL TWO

The Deaf/Hard of Hearing Interpreter Services will increase the number of positive responses by 10% in the area of customer satisfaction as evidenced in the annual Assessment Survey.

Action Steps	Customer Satisfaction surveys to be broken down into specific questions Review survey results and provide feedback to staff
Personnel Responsible	Interpreter Specialist DHH Coordinator
Monitoring Plan (Evidence/Data the action step has occurred)	Monthly monitoring of survey results by Interpreter Specialist and Coordinator. Time will be dedicated during staff meetings to discuss progress and concerns with protocols as evidenced by continual updates. Agenda/notes
Timeline	August 13, 2018 - May 15, 2019