

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instruction Services	Department Name	Assistive Technology Services
Division Name	Student Services	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

To increase the number of individuals responding to the survey by an increase of 2% for Assistive Technology Services.

Action Steps	<ol style="list-style-type: none"> 1. Query staff receiving services to determine barriers preventing them from completing the Central Services Performance Plan survey during the 2017-2018 school year. 2. Until the next annual Central Services Performance Plan survey results are available, will review the results of the customer service survey submissions that are available at the end of each email and training evaluation survey. 3. Those results will be converted into a monthly result spreadsheet.
Personnel Responsible	Coordinator, Assistive Technology Services, and Assistive Technology Computer Specialist
Monitoring Plan (Evidence/Data the action step has occurred)	Until the next annual Central Services Performance Plan survey results are available, will review the results of the customer service survey submissions that are available at the end of each email and training evaluation survey. Those results will be converted into a monthly result spreadsheet.
Timeline	2018-2019 school year

GOAL TWO

Increase the number of instances that AT staff respond within a 24 hour time frame to 80%.

Action Steps	<ol style="list-style-type: none"> 1. Establish the expectation that, unless a staff member is absent or providing a full-day training, emails and voicemails must receive a response within 24 hours. (It should be noted that the monthly survey results at the bottom of each email indicate that 91% of respondents received a response within 24 hours).
Personnel Responsible	Coordinator, Assistive Technology Services, and all Assistive Technology personnel.
Monitoring Plan (Evidence/Data the action step has occurred)	Until the next annual Central Services Performance Plan survey results are available, will review the results of the customer service survey submissions that are available at the end of each email and training evaluation survey. Those results will be converted into a monthly result spreadsheet.
Timeline	2018-2019 school year