

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Personnel and Finance
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

During quarterly meetings with employees during the 2018-2019 academic school year, all employees will have a customer service satisfaction approval rate of 90% or higher as evidenced by documentation recorded in the employee's personalized customer service link.

Action Steps	In 2018, all employees within the Personnel and Finance department embedded a customer service survey link within his/her CCSD Google email so that feedback from all stakeholders may be documented. Feedback will be reviewed quarterly with each employee to maintain a high-level of customer service.
Personnel Responsible	Rick Detisch III
Monitoring Plan (Evidence/Data the action step has occurred)	All employees will be provided a copy of the survey results and improvement plans will be implemented if necessary.
Timeline	September 2018, December 2018, March 2019, June 2019

GOAL TWO

By November 2018, the Student Services Division will work diligently with building principals to develop a more collaborative/interactive process for allocating and removing self-contained units to all CCSD schools, in order to increase customer satisfaction by 5%.

Action Steps	Student Services Division will schedule both formal and informal meetings with School Associates and building principals prior to the November Unit Allocation Meeting to discuss how to improve the process. Student Services Division will listen to the feedback to develop a more collaborative/interactive unit allocation process.
Personnel Responsible	Rick Detisch III
Monitoring Plan (Evidence/Data the action step has occurred)	Data will be collected at both formal and informal meetings with principals to continue to improve the process of adding and deleting self-contained units at schools. Student Services Division will have an improved process with updated principal feedback by the November Unit Allocation Meeting.
Timeline	Scheduled meetings with building principals will occur during the months of September and October prior to the unit allocation meetings in November.