

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Case Management
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

By October 2018, Case Management department will create a detailed Google explanation form that will result in 80% accuracy of correct predictions of incoming kindergarten students for the 2019-2020 school year, thus increasing consistency.

Action Steps	Create form, teach early interventionists how to train early childhood teachers to make accurate projections by providing a thorough program description
Personnel Responsible	Project Facilitator, processors, administrator, office personnel, early childhood interventionists
Monitoring Plan (Evidence/Data the action step has occurred)	Do a comparison of the projections teachers made in September versus the final placement at the end of 2018-2019 school year. Provide professional development to teachers who predicted more than 40% of their students incorrectly.
Timeline	Goal one will be completed no later than May 24, 2019.

GOAL TWO

By May 24, 2019, 90% of all parents responding to a customer satisfaction survey will report being satisfied with the student placement process.

Action Steps	Create a survey asking parents for their view on the student placement process Add the survey to the student placement letter
Personnel Responsible	Office staff, Case Management administrator, Project Facilitator
Monitoring Plan (Evidence/Data the action step has occurred)	An analysis of survey results will be conducted quarterly, Trend data will be reviewed to see each processor's individual results, and professional development will be provided as needed.
Timeline	Goal two will be completed no later than May 24, 2019.