

## UNIT / DIVISION / DEPARTMENT INFORMATION

<b>Unit Name</b>	Instructional Services	<b>Department Name</b>	Alternative Instructional Arrangements
<b>Division Name</b>	Student Services	<b>School Year</b>	<b>2018-2019</b>

## 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, 90% of all Alternative Instructional Arrangements (AIA) referrals will be completed on the new Google Doc, which will result in increased communication and customer service through the use of the return receipt feature.

<b>Action Steps</b>	Create Google referral form and auto receipt. Attend deans and Special Education Instructional Facilitator (SEIF) meetings to show staff how to use the form. Distribute processes and procedures to schools and Performance Zones (PZ). Create a user guide explaining how to use the form. Attend deans and SEIF meetings to review the new procedure. Input student placement dates. Teams share access with Coordinators and Directors so they can see which schools are making which referrals.
<b>Personnel Responsible</b>	Student placement program processor, SEIF, AIA administrator, office personnel
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	The Google form will drop the results into a spreadsheet. The AIA student placement processor will input the date the placement was made on the spreadsheet. This will solve the issue of missed referrals on fax machines, etc. Quarterly reports will be submitted to track all students referred to AIA. The report will highlight any schools not reporting AIA in compliance and SSD PZ Administration will be notified to allow for targeted professional development.
<b>Timeline</b>	Goal one will be completed no later than October 31, 2018

### GOAL TWO

By May 2019, 80% of all parents surveyed will report a satisfactory rating of the AIA services provided to their student, thus demonstrating positive customer satisfaction.

<b>Action Steps</b>	Create a survey asking parents of their opinion on the AIA service. A survey will be sent to each parent following the conclusion of the AIA service.
<b>Personnel Responsible</b>	Student placement processor, SEIF, processors, AIA administrator, office personnel
<b>Monitoring Plan (Evidence/Data the action step has occurred)</b>	Quarterly reports will be submitted to track all survey results. The report will highlight any instructor doing well/needing assistance. Follow up professional development will be provided individually as needed.
<b>Timeline</b>	Goal two will be completed no later than May 24, 2019