

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Student Education Mgt Systems (SEMS)
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

SEMS will achieve a 92% positive rating for overall customer satisfaction as evidenced by the Central Services Survey School Staff Ratings of our department by June 2019.

Action Steps	Compile and analyze SEMS Help Desk survey data on a monthly basis Solicit anonymous feedback from our customers & share results on our website
Personnel Responsible	SEMS administrator - review survey results w/ team & provide outstanding customer service SEMS staff - solicit feedback, update website, & provide outstanding customer service
Monitoring Plan (Evidence/Data the action step has occurred)	Monitor survey responses Review SEMS Help Desk survey data at monthly team meetings
Timeline	Goal will be completed by June 2019

GOAL TWO

SEMS will achieve a 90% positive rating for commitment to addressing our customer's needs as evidenced by the Central Services Survey School Staff Ratings of our department by June 2019.

Action Steps	Add "Commitment to address your needs" question to SEMS survey Compile and analyze SEMS survey data on a monthly basis Solicit anonymous feedback from our customers and share results on our website
Personnel Responsible	SEMS staff - solicit feedback, update website, clearly communicate commitment to customer's needs SEMS admin - review results monthly with team, solicit feedback, clearly communicate commitment to customer's needs
Monitoring Plan (Evidence/Data the action step has occurred)	Compile survey responses Analyze responses monthly and disaggregate by question & staff Review survey results at monthly team meeting
Timeline	Goal will be completed by June 2019