

## UNIT / DIVISION / DEPARTMENT INFORMATION

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|----------------------|------------------------|------------------------|---|
| <b>Unit Name</b>     | Instructional Services | <b>Department Name</b> | Psychological Services/Dept. of Student Threat Evaluation & Crisis Response |
| <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

Dept. of Student Threat Evaluation & Crisis Response will increase timeliness of responding to school requests as evidenced by an increase of 20% in positive responses for this communication indicator within the annual Summative Assessment Survey.

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|---|---|
| <b>Action Steps</b>   | Dept. of Student Threat Evaluation & Crisis Response (DOSTECR)- Not included in survey (part of Related Services)<br>Outline the internal/external communication structures to be used by departments in fielding, processing, and answering school requests for assistance; share outlined information among department administrators and support staff for implementation. |
| <b>Personnel Responsible</b>  | Coordinator of Psychological Services and Psychological Services Administration   |
| <b>Monitoring Plan (Evidence/Data the action step has occurred)</b> | Time will be dedicated during administrative meetings to discuss progress on providing quality communication to schools in a timely manner.   |
| <b>Timeline</b>   | Goal one will be met by May 1, 2019   |

### GOAL TWO

Dept. of Student Threat Evaluation & Crisis Response will increase school perceptions of commitment by Related Services to addressing school needs as evidenced by an increase of 20% in positive responses for this communication indicator within the annual Summative Assessment Survey.

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| <b>Action Steps</b>   | Create and implement recruitment plan to minimize school assignment vacancies; periodically analyze available department data to determine patterns or trends in serving schools, with implications for improving communication practices with schools. |
| <b>Personnel Responsible</b>  | Coordinator of Psychological Services and Psychological Services Administration   |
| <b>Monitoring Plan (Evidence/Data the action step has occurred)</b> | Time will be dedicated during administrative meetings to discuss progress on providing quality communication to schools in a timely manner. (i.e. principal feedback survey, assignments, evaluations)  |
| <b>Timeline</b>   | Goal two will be met by May 1, 2019   |