

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Occupational Therapy Services
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

Occupational Services Department 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.

Action Steps	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.
Personnel Responsible	Related Services Director, Occupational Therapy and Physical Therapy (OT/PT) administration
Monitoring Plan (Evidence/Data the action step has occurred)	Review internal customer service data monthly Sign in sheets Agendas with notes
Timeline	August 2018 - May 2019

GOAL TWO

Occupational Services Department will increase school perceptions of commitment by addressing school needs as evidenced by an increase of 20% in positive responses for this communication indicator within the annual Summative Assessment Survey.

Action Steps	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.
Personnel Responsible	Related Services Director, Occupational Therapy and Physical Therapy (OT/PT) administration
Monitoring Plan (Evidence/Data the action step has occurred)	Review hiring data monthly Sign in sheets Agendas with notes
Timeline	August 2018 - May 2019