

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Psychological 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

Related Services Departments 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	Director of Psychological Services and Psychological Services Administration
Monitoring Plan (Evidence/Data the action step has occurred)	Time will be dedicated during administrative meetings to discuss progress on providing quality communication to schools in a timely manner.
Timeline	Goal one will be met by May 1, 2019

GOAL TWO

Related Services Departments 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.

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	Director of Psychological Services and Psychological Services Administration
Monitoring Plan (Evidence/Data the action step has occurred)	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)
Timeline	Goal two will be met by May 1, 2019