

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Special Education Team - East
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

The Student Services Division (East Team) will take a proactive approach in providing quality services to schools as evidenced by a 20% increase in positive responses in the Annual Summative Assessment.

Action Steps	Continued professional development for East Team administrative, licensed, and support staff members on use of the team tracking system to monitor. Service Requests to include date and time of request, site visits, school staff involved in the SR, suggested outcome of the site visits, follow up recommendations, ongoing supports, and whether or not SR needs to remain open or if file can be closed. Disaggregate data on a quarterly basis and prepare to discuss at a team meeting to determine trends and patterns for SRs to better support and build capacity for school teams.
Personnel Responsible	East Team Director, Coordinators, licensed staff members, and support staff (clerical)
Monitoring Plan (Evidence/Data the action step has occurred)	Review completed quarterly reports from the East Team tracking system Survey data reviewed monthly at team meetings Meeting notes
Timeline	August 2018 - May 2019

GOAL TWO

The Student Services Division (East Team) will take a proactive approach in providing quality customer service to all of our constituents (via phone and email) as evidenced by a 20% increase in the Annual Summative Assessment.

Action Steps	Team members (administrative, licensed, and support staff) will collaboratively develop a method of keeping track of phone and email contacts with school and SSD staff, parents, and community members.
Personnel Responsible	East Team Director, Coordinators, licensed staff members, and support staff (clerical).
Monitoring Plan (Evidence/Data the action step has occurred)	Review completed quarterly reports from the East Team tracking system Survey data reviewed monthly at team meetings Meeting notes
Timeline	August 2018 - May 2019