

UNIT / DIVISION / DEPARTMENT INFORMATION

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| Unit Name | Instructional Services | Department Name | Special Education Team - South |
| 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

Within two working days after contact by school staff, i.e., voice message, email, telephone message via email, etc., South staff to respond via email, telephone or in-person. Telephonic and/or in-person contact to be followed by electronic communication summarizing talking points.

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| Action Steps | <ul style="list-style-type: none"> - Staff to discuss results of CSS school staff rates South services. - Staff to discuss goal one. - Electronic communication summarizing talking points sample to be provided, discussed, and agreed upon. - Database training to occur, i.e., service request, service request summary, individual telephone log, survey, etc. - Staff to demonstrate understanding of goal one. |
| Personnel Responsible | South staff to include administrators, licensed, and office staff. |
| Monitoring Plan (Evidence/Data the action step has occurred) | Review of databases to include service requests, response dates, provision of service request summary, individual telephone log, survey, etc. |
| Timeline | July 1: Goal and action steps provided to administrators and office staff. Implementation of goal one. Aug. 8 : Goal and action steps provided to licensed staff. Implementation of goal one. Monthly review of databases and surveys to occur by supervising administrator. |

GOAL TWO

When interacting with and responding to school staff and other stakeholders, South staff will demonstrate professional behavior reflective of customer service, consistency, communication and collaboration, as evident by a 5% increase on the survey results.

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| Action Steps | <ul style="list-style-type: none"> - Staff to discuss results of CSS school staff rates South services. - Staff to discuss goal two. - Staff to demonstrate understanding of goal two. |
| Personnel Responsible | South staff to include administrators, licensed, paraprofessionals, and office staff. |
| Monitoring Plan (Evidence/Data the action step has occurred) | Review of databases and surveys. |
| Timeline | July 1: Goal and action steps provided to administrators and office staff. Implementation of goal one. Aug. 8 : Goal and action steps provided to licensed staff. Implementation of goal one. Monthly review of databases and surveys to occur by supervising administrator. |