

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Special Education Team - West
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

Increase transparency in the district and the division through meaningful dialogue and developing relationships. (i.e. distribute division informational pamphlets, NVDOE State Imposed SPED Statues, and door hangers, etc.)

Action Steps	<ul style="list-style-type: none"> - Provide monthly Facilitator and Teacher Leader trainings - School site visitations, face to face in person meetings with school site administration and school staff - Electronic dissemination of materials through Google and written communications through emails - Team meetings - Guide to Special Education book to all school sites
Personnel Responsible	West Team - Director, Coordinators, Facilitators, Teacher Leaders, Early Childhood II, and Floater SPTA's
Monitoring Plan (Evidence/Data the action step has occurred)	<ul style="list-style-type: none"> - Monthly site visit logs - CCSD Staff/School Staff Survey responses - Customer service survey responses - CCSD Apps time-log - Email affirmations - Team meetings - Facilitator/Teacher Leader trainings agendas and minutes
Timeline	Ongoing throughout the 2018-2019 school year.

GOAL TWO

When interacting with and responding to school staff and other stakeholders, West staff to demonstrate professional behavior reflective of customer service, consistency, communication and collaboration

All other survey results were 88.89% or higher.

Action Steps	<ul style="list-style-type: none"> - Staff to discuss results of CSS school staff rates West services - Staff to discuss goal two - Staff to demonstrate understanding of goal two
Personnel Responsible	West staff to include administrators licensed, paraprofessionals and office staff
Monitoring Plan (Evidence/Data the action step has occurred)	Review of databases and surveys. Team reflection and discussion of results (strengths areas noted for improvement and also what is necessary to sustain percentage of satisfaction).
Timeline	August: Goal and action steps provided to administrators and office staff. Implementation of goal one. August: Goal and action steps provided to licensed staff. Implementation of goal one. Quarterly review of databases and surveys to occur by Director and supervising administrator On-going throughout the 2018-2019 school year