

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Instructional Services	Department Name	Gifted Education 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

By May 2019, 85% of survey respondents will report all responses by Gifted Education Services were provided within two business days, as measured by the Central Services Survey.

Action Steps	A customer service survey link was embedded on each staff member's email. Results will be analyzed quarterly and reviewed with each employee. Feedback will be provided to staff members and improvement plans will be developed if necessary.
Personnel Responsible	Coordinator of Gifted Education Services
Monitoring Plan (Evidence/Data the action step has occurred)	Survey results will be signed by the administrator and staff member quarterly.
Timeline	September 2018, December 2018, March 2019, May 2019

GOAL TWO

By May 2019, 85% of professional development participants will report the training provided by Gifted Education Services enhanced their professional knowledge and can be utilized in their current position.

Action Steps	Follow-up surveys will be sent to all professional development participants within three days of the training. Results will be analyzed and reviewed with presenters within two weeks, and feedback will be utilized in planning future sessions.
Personnel Responsible	Coordinator of Gifted Education Services
Monitoring Plan (Evidence/Data the action step has occurred)	Survey results will be signed by the administrator and staff presenter(s).
Timeline	August 2018-May 2019