

UNIT / DIVISION / DEPARTMENT INFORMATION

Unit Name	Office of Business and Finance	Department Name	Strategic Budget Resources Department
Division Name	Business and Finance Unit	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 the percentage of respondents receiving a response within two working days after contact from 47.06% to 75%.

Action Steps	1) Monitor the response time for action on incoming requests. 2) Requests taking longer than two working days to resolve will receive a follow-up contact with an estimated time for completion. 3) When referring requests outside the function of this office to another department, include the original requester in the communication.
Personnel Responsible	Assistant Superintendent - Strategic Budget Resources Department
Monitoring Plan (Evidence/Data the action step has occurred)	Informal collection of data will be made through office communication. Increase communication through, and monitor response time, using the 0862-Strategic Budget message platform.
Timeline	This will be an ongoing goal throughout the 2018-2019 school year.

GOAL TWO

Increase the percentage of respondents with an overall satisfaction of the service provided by the strategic budget department from 55.56% to 75%.

Action Steps	1) Increased awareness of strategic budget staff to the importance of customer overall satisfaction. 2) Include on the 0862-Strategic Budget message platform a customer satisfaction.
Personnel Responsible	Assistant Superintendent - Strategic Budget Resources Department
Monitoring Plan (Evidence/Data the action step has occurred)	Monitor survey responses weekly. During scheduled departmental meetings provide and review a summary of survey responses.
Timeline	This will be an ongoing goal throughout the 2018-2019 school year.