

**Department Improvement Plan – DIP Goal 1
2013-14**

Strategic Goal(s): *Place an “X” in front of those that apply*

- Goal 1: Prepare all Students to succeed as members of a global community and in a global economy.**
- Goal 2: Eliminate the Achievement Gap.**
- Goal 3: Recruit, retain, and develop a diverse cadre of the highest quality teaching personnel, staff, and administrators.**
- X Goal 4: Achieve recognition as a world-class educational system.**
- X Goal 5: Establish efficient systems for development, allocation, and alignment of resources to support the Division’s vision, mission, and goals.**

Board Priority(ies): *Place an “X” in front of those that apply*

- Priority 1.1: Develop Lifelong-Learner (LLL) competencies in all students.**
- X Priority 2.1: Prepare and assess all students for citizenship/workforce/college readiness.**
- X Priority 3.1: Improve the organization's capacity to build and maintain workforce engagement.**
- Priority 4.1: Promote strategic alignment with the Vision, Mission, and Goals throughout the organization.**
- Priority 4.2: Expand two-way communication with and outreach to our stakeholders.**
- Priority 4.3: Assemble a collection of rigorous performance indicators and recognized benchmarks that define a world-class educational system.**
- X Priority 5.1: Identify opportunities for improved efficiencies in operational departments and instructional programs.**

- **DIP Goal:** Enhance the technology-related customer service experience through CSSs

DIP Objective (SMART - Specific/Strategic, Measurable, Attainable, Results-Oriented, Timebound):

Customer satisfaction will reach, or exceed, 90% approval using a survey delivered to all staff and students.

Supporting Data / Gap Evidence:

While customer service ratings are currently high (approximately 80% satisfaction on closed tickets), there is room to improve. There are currently 326 open tickets in our ticket tracking system.

Anticipated Obstacles:

General negativity associated with troubleshooting problems may be attributed to the CSS.
 Number of new devices and systems.
 Time away from technical work to complete professional learning.

Key Performance Indicators (Measurable Outcomes): *How will you measure your progress?*

KPI (Quantitative - Using a number or percentage) Indicating Progress Towards DIP Goal:	Q1 KPI Data Due 11/9/2012	Q2 KPI Data Due 2/1/2013	Q3 KPI Data Due 4/11/2013	Q4/EOY KPI Data Due 6/21/2013
Staff/student perception survey		No specific progress. We will review SpeakUp data once it becomes available in early February.	Data was received in early April and will be reviewed and analyzed by CSS and EdTech late April.	
Close ticket satisfaction surveys		Of the 1538 tickets closed during this period, only 31 survey responses were received. 84% indicated the highest level of satisfaction while 90% indicated "somewhat satisfied" or better.	Of the 1869 tickets closed during this period 1191 were closed by CSS and only 39 survey responses were received during this period. All reported the highest level of satisfaction except for one "disagree".	

STUDY

Key Strategies and Qualitative Progress Indicators <i>What strategies are you implementing to accomplish your</i>	Q1 Progress on Strategies <i>Status update on your</i>	Q2 Progress on Strategies <i>Status update on your</i>	Q3 Progress on Strategies <i>Status update on your</i>	Q4 Progress on Strategies & EOY Reflections <i>Status update on your</i>

<i>goals?</i>	<i>strategies</i>	<i>strategies</i>	<i>strategies</i>	<i>strategies</i>
Number of open tickets		287	263	
Number of hours of PD offered/attended		3 hours offered, 42 hours of participation	4 hours offered, 30 hours participation	
Number of SOPs written		1	1	

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