

2011-2012 DIVISION IMPROVEMENT PLAN

Division Name: Business (Finance, Human Resources, Information Services)

Director: Laurie Albritton

Date of School Board Approval: October 25, 2011

GOAL ONE

Goal:

Continue to investigate ways and opportunities to enhance communications with various District audiences or stakeholders.

Objective:

1. Customer satisfaction should increase when the communication is open, on-target, and satisfactorily meets the customer's expectations.
2. Utilize differentiated forms of communication to more effectively meet the needs of various audiences or stakeholders.
3. Continue accessibility with district customers by enhancing interpersonal relationships with colleagues and constituents.
4. Promote increased efficiency for district customers while supporting growth and experience.

Strategies:

- 1) Develop a process to obtain information on customer needs and problems.
- 2) Schedule progressive face to face meetings, information e-mail notices, and internet/intranet material postings to ensure strong mutual understandings.
- 3) Provide support with on-site personal assistance; provide updated materials on internet; and provide timely call-backs to messages received.
- 4) Tailor communications and conduct activities with specific groups and focus on issues expected to be of interest or area of need.

Evaluation:

- 1) Develop resolution for identified needs with personal follow-up to ensure effectiveness.
- 2 & 4) Maintain Communications File to facilitate assistance awareness and relevant material distribution needs. Use Outlook E-mail follow-up and calendar tools as needed.
- 3) Review staff performance annually.

Professional Development Aligned with this Objective:

N/A

GOAL One cont'd

Budget:

Evidence-based Program(s)/Material(s)			
Description of Resources	Funding Source	Available Amount	
			Total:
Technology			
Description of Resources	Funding Source	Available Amount	
			Total:
Professional Development			
Description of Resources	Funding Source	Available Amount	
			Total:
Other			
Description of Resources	Funding Source	Available Amount	
			Total:
			Final Total:

GOAL TWO

Goal:

To provide staff with training opportunities for professional growth in order to achieve and maintain high levels of morale, productivity, and employee performance.

Objective:

- 1) Expand the level of well-trained staff in order to make better job-related decisions and reduce the level of supervision.
- 2) Encourage and support staff with a variety of technology and training opportunities for continued growth within budget constraints.
- 3) Promote a clear understanding of responsibilities to all staff and relay area of responsibility to our customers.
- 4) Assess and provide continued training on Skyward Business Software Package to all stakeholders.

Strategies:

- 1) Hold designated Educational/Integration Sessions to provide the incentive to District customers to explore and achieve new self-development experiences each year.
- 2) Utilize the internet and other advance technologies available within the District to further operational functions on various levels.
- 3) Hold Meetings designed to concentrate on the District customer's needs and provide continuous process improvement.
- 4) Train all staff on Skyward Employee Access on a rolling basis. Offer follow up training sessions to all stakeholders until the comfort level has been achieved on all Skyward Business Software Products.

Evaluation:

- 1,4) Personal communications shall be utilized to gauge customer understanding.
- 2) Internal audits and reviews performed by designated district staff to ensure implementation and understanding. Training presentations online for self-paced leaning needs.
- 3) Key Objective Learning Questionnaires shall be distributed, collected, and used to solicit feedback at the end of all Focus Meetings. Summary presentations posted online for non-attendees. Survey various staff on Skyward comfort level.

Professional Development Aligned with this Objective:

- 1 & 3) PATH points will be earned by attendance to Focus Meetings and Education/Integration Sessions.
- 2) N/A

Goal Two cont'd

<i>Budget:</i>			
Evidence-based Program(s)/Material(s)			
Description of Resources	Funding Source	Available Amount	
Excel 2010 Training	General Fund	\$1,000.00	
			Total:\$1,000.00
Technology			
Description of Resources	Funding Source	Available Amount	
			Total:
Professional Development			
Description of Resources	Funding Source	Available Amount	
			Total:
Other			
Description of Resources	Funding Source	Available Amount	
			Total:
			Final Total:\$1,000.00

GOAL THREE

Goal:

To ensure that district records are properly maintained and reporting is performed in accordance with applicable State & Federal Laws.

Objective:

- 1) Stakeholders have useful information to make well-informed decisions.
- 2) Promote expectations of Audit Standards.
- 3) Promote integration of compliance requirements into all phases of the District's operation.
- 4) Identify areas of non-compliance

Strategies:

- 1) Meet with appropriate staff to review financial, staff, and student data for effective use of resources.
- 2) Build on knowledge attained from audit & reviews.
- 3) Incorporate supplementary materials or training and guidelines for the procedures required to achieve compliance.
- 4) Review and utilize past audit findings as starting points for non-compliance areas.

Evaluation:

- 1) Staff will be knowledgeable and gain confidence; which in turn will require less division assistance in data review.
- 2) Chart audit findings and compliance review findings for improvement.
- 3) Review Communications File for usefulness and applicability of materials.
- 4) Compare past audit findings with compliance level at end of current year

Professional Development Aligned with this Objective:

N/A

Goal Three cont'd

<i>Budget:</i>			
Evidence-based Program(s)/Material(s)			
Description of Resources	Funding Source	Available Amount	
			Total:
Technology			
Description of Resources	Funding Source	Available Amount	
			Total:
Professional Development			
Description of Resources	Funding Source	Available Amount	
			Total:
Other			
Description of Resources	Funding Source	Available Amount	
			Total:
			Final Total:

FINAL BUDGET (Insert Rows as Needed)

Evidence-based Program(s)/Material(s)			
Goal	Description of Resources	Funding Source	Available Amount
			Total:
Technology			
Goal	Description of Resources	Funding Source	Available Amount
			Total:
Professional Development			
Goal	Description of Resources	Funding Source	Available Amount
			Total:
Other			
Goal	Description of Resources	Funding Source	Available Amount
			Total:
			Final Total:

IMPLEMENTATION EVALUATION

Describe plans for ongoing and final evaluation on the extent of successful implementation of the division improvement plan and other division improvement efforts.

Meetings are scheduled to review and discuss current tasks, plan for projected needs, and to evaluate completed activities. The collective efforts of all team members of the Business Division promote an increased opportunity for success of all Goals.