

## **RECOMMENDED 2012-13 GOALS FOR CONSIDERATION**

### **ACHIEVEMENT – 25%**

Continue the achievement goals in reading and writing and increase student achievement in Mathematics by improving the district passing rate at all levels on AIMS by 10%.

### **STUDENT ENROLLMENT – 15%**

Increase the percentage of students who reach the number of credits to become freshmen and sophomores by 5%.

Meet the goals identified in the Unitary Plan.

### **TRANSPORTATION – 10%**

Develop transportation models, with detailed cost and efficiency data to analyze and implement student assignment requirements in the Unitary Status Plan.

Develop and distribute a school site and department satisfactory survey.

Sustain high level of school site and department satisfaction with Transportation communication and service revealed in October and April survey results.

### **CUSTOMER SERVICE – 15%**

Conduct intensive training sessions for office managers, front office staff and district-level customer contact personnel no later than March 2013. This will include a system to assess the transfer of concepts taught.

Using the pilot created during the 2011-12 school year, create and implement a district-wide secret shopper program to assess the public's perception of our customer service orientation. This will include the development of standards and periodic assessments of progress at a minimum of three times during the year. The first assessment will serve as the baseline and will be done before the training is administered. The outcomes of three visits will be reviewed by Cabinet Members and presented to the Board, and plans will be developed to encourage continued efforts or remediate individuals who are deemed to not meet the standards. Metrics will be determined following the 1<sup>st</sup> assessment.

Streamline and enhance the district enrollment and registration processes to ensure that students are enrolled and registered in an efficient manner that yields a high level of customer satisfaction. This will be measured through a process designed to solicit feedback from as many parents as possible.

Create and administer an employee climate survey. Each school will administer the climate survey focusing on the administration and overall environment.

Results will be reviewed by district leadership and a summary will be provided to the Governing Board. As part of the process, the survey administered will be done by a neutral third party.

### **GRANTS – 5%**

Increase competitive grant funds and outside donations, including partnership contributions, by 5% for the 2012-13 school year.

### **DESEGREGATION – 15%**

Develop the system to successfully implement the requirements of the Unitary Plan

### **SCHOOL MASTER PLAN – 15%**

Develop and implement the school master plan

### **OTHER DISTRICT GOALS**

#### **Achievement**

Continue to reduce the number of schools labeled “D” at all levels and increase B and A schools. Reduce 75% of the D schools with emphasis on Double “D” schools

Continue to improve the overall culture & performance of turnaround schools

Reduce overall enrollment decline for the 2012-2013 school year

#### **Other**

