

SMART Goal Worksheet

Division: Administrative Services

| SMART Goal 6-7, 8-9 Transitions | Strategies and Action Steps | Responsibility | Timeline | Evidence of Effectiveness |
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| <p>Our Reality: Over 1,700 students transfer to other districts each year. Over 830 of these are High School students, 200 are junior high and 670 are elementary. Many families cite school climate and academic performance as a concern for our district</p> <p>Our Goal: Reduce IDTs out of district by 10% each year by marketing existing programs and offering requested programs.</p> <p>Strengthen role of SSC/ELAC at each site to provide feedback to staff on school climate, customer service, two-way communication, as well as budget decisions</p> | <ul style="list-style-type: none"> • Inservice administrative and office staff on IDT data and financial implications. • Continue to require families to visit home school before releasing from district • Develop the rigorous academic programs families are requesting • Discuss strategies for “selling your school” to parents who are requesting another school • Offer strategies for conflict resolution <ul style="list-style-type: none"> • Assign district office administrator to the SSC/ELACs within feeder pattern (focus on 7-12 for 09-10) to build capacity of parents to give input to administration • Address issues of school climate/safety that concern students/parents at district level • Student leadership will be part of development of site safety plans <p>Help student leaders at each secondary site put together 3 minute video highlighting their school. Video will be</p> | <p>IDTs - Kate Bishop-Hazarian, Director of Family and Community Involvement</p> <p>Marketing – Trinette Marquis, Director of Communications</p> <p>Pat England/Kate Bishop-Hazarian would oversee this process</p> <p>Chris Breck, Danny Munoz, Rudy Puente, site admin and other interested staff. Possibly include parents from DAC.</p> <p>Kate Bishop-Hazarian and Dayna Russell will lead student leadership issues in collaboration with Trinette Marquis and site administrators</p> | <p>Inservice in August re: IDTs</p> <p>Customer service/Conflict resolution – series of trainings (see customer service/community relations goal)</p> <p>?????????</p> <p>August 2009 – ongoing</p> <p>August 2009 – June</p> <p>Begin committee in September – meet throughout the year</p> | <p>At least 10% reduction in IDTs out of district for 09-10</p> <p>Reduction in parent complaint calls</p> <p>Minutes and sign ins will be required from SSCs/ELACs to document attendance by staff and parents and the decisions that are made</p> <p>District will collaborate with sites and student leaders within feeder pattern to develop common behavioral expectations, incentives for good behavior and academic achievement appropriate to each grade span and</p> |

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| | used on website, shown to parents, students and community | | | |
| <p>Our Reality: Staff members, parents, students and community are often not aware of programs offered at schools within the feeder pattern or think they know what happens at the feeder schools and do not promote neighborhood schools with their students.</p> <p>Our Goal: Develop relationships between the elementary admin, teachers, students and support staff and secondary schools Increase knowledge of programs and staff at secondary and elementary schools</p> | <ul style="list-style-type: none"> • Offer late start Wednesday cross training opportunities where elementary and secondary teachers can train together • Develop Service Learning projects where students and staff from neighborhood schools can work together on neighborhood projects • Open up all community/family events at school to feeder schools (including secondary getting to know elementary) • Continue to promote excellent programs in eWag, on website and in district newsletter. Promote with local media. | <p>CAA/Dr. Kathryn Josephson</p> <p>Kate Bishop-Hazarian along with CAA staff (Keenya Powell?)</p> <p>Site Administrators</p> <p>Communications Department</p> | <p>09-10 school year</p> <p>Begin in August/September</p> <p>09-10 school year</p> <p>(see Customer Service/Community relations timeline)</p> | <p>Documentation of trainings offered and participation</p> <p>Documentation of collaborative partnerships</p> <p>(see customer service goal)</p> |
| SMART Goal Customer Service | Strategies and Action Steps | Responsibility | Timeline | Evidence of Effectiveness |
| <p>Our Reality: Many of our schools need support in improving customer service and marketing strategies preK-12</p> <p>Our Goal: Provide regular training</p> | <ul style="list-style-type: none"> • Create a customer service/family friendly schools action group that includes classified, union representatives, administrators, teachers, students, and families. • Collaboratively develop Family Friendly Schools Standards • Conduct a series of train the trainer | <p>Kate Bishop and Trinette Marquis will invite participants for action group and facilitate initial meetings</p> <p>Action group develops collaboratively</p> | <p>Fall 2009</p> <p>Fall - Winter 2009</p> <p>2009-2010 School Year</p> | <p>Action Group meetings, minutes, awareness of effort</p> <p>List of standards, broad communication of standards Training sessions, evaluations,</p> |

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| <p>opportunities for administration and support staff in improving relationships with families and larger community and market their school strengths effectively.</p> | <p>sessions and support/facilitate “peer” trainings 3-4 times a year</p> <ul style="list-style-type: none"> • Connect standards to employee evaluations at all levels • Add standards into criteria for employees (classified and certificated) of the year • Develop recognition plan to celebrate schools/individuals exceeding standards (celebrations board item and web site section) • Communicate all steps being taken in support of Family Friendly Schools, outcomes | <p>Action group will conduct trainings with peer groups (site secretaries for site secretaries, etc.) Action group will work collaboratively with union associations and request consideration in future contracts</p> <p>Trinette Marquis and Communications Staff</p> <p>Kate Bishop and Trinette Marquis</p> <p>Communications</p> | <p>2009-2011</p> <p>Fall 2009</p> <p>Fall 2009</p> <p>2009-2011</p> | <p>participation</p> <p>Standards are included in evaluation language</p> <p>Criteria is included in next year’s selection process and materials</p> <p>Description of plan, new board item established, web site section established</p> <p># eWag items, #Monday Memo items, # automated calls, web site section creation</p> |
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SMART Goals are: Strategic & Specific, Measurable, Attainable, Results Oriented and Timebound