

Service Scorecard

Student Support Services Department

Director: Katie Lyons

SERVICE STANDARDS	Customer	Prior Annual Data			Current Annual Growth Target			Future Annual Growth Targets			
		06/07 Annual	07/08 Annual	08/09 Annual	09/10 Target	% to 09/10 Target	09/10 Actual Annual	10/11 Target	11/12 Target	12/13 Target	Ultimate Target
		Communicates and provides training and support to ensure effective use of policies and procedures for compliance to state and federal programs (survey).	All	N/A	N/A	N/A			30%	90%	95%
Collaborates with sites to ensure categorical programs and resources are aligned with the school SSP in a manner that promotes student achievement as identified by State and Federal targets (survey).	Site Administrators and Office Staff	N/A	N/A	N/A			35%	90%	95%	98%	100%
Prepares and coordinates with sites and district staff resolutions to State and Federal audit findings (survey).	Site Administrators and Office Staff	N/A	N/A	N/A			25%	90%	95%	98%	100%
Enrollment issues are continuously addressed in a timely manner to facilitate adequate planning, staffing and resolving parental concerns (survey).	Site Principals and Office Staff	N/A	N/A	N/A			60%	90%	95%	98%	100%
PD/support I receive from Student Services helps me understand and effectively use disciplinary policies and procedures (survey).	Principals / Assistant Principals	N/A	N/A	N/A			55%	90%	95%	98%	100%
PD/support I receive from Student Services helps me to effectively address district instructional priorities, especially, equity issues, math and literacy (survey)	Principals / Assistant Principals	N/A	N/A	N/A			35%	90%	95%	98%	100%
Coordinates and collaborates with principals on K-12 curriculum and teacher professional development that provides effective instruction for student academic success (survey)	Principals	N/A	N/A	N/A			20%	90%	95%	98%	100%

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Student Services responds in an efficient and effective manner guiding administrators to resolve student disciplinary issues consistent with Education Code and District policy (survey)	Principals	N/A	N/A	N/A			70%	95%	95%	98%	100%
Coordinate with Site and appropriate District staff to plan, monitor and update uniformed policies and site safety ad emergency preparedness plans (survey).	Principals / Assistant Principals	N/A	N/A	N/A			30%	90%	95%	98%	100%
Assessment system supports teacher and administrator inquiry about student results through the use of data (survey)	Principals	N/A	N/A	N/A			65%	90%	95%	98%	100%
Teachers on Assignment and Coaches-TSAs and Coaches support site goals for increasing student academic success.	Principals	N/A	N/A	N/A				90%	95%	98%	100%
BUDGET											
Budget to Actual (OVER) UNDER											
Cost Savings or Revenue Generation (select one)											
Run regular (monthly, bi-monthly) department budget reports to monitor progress											
CUSTOMER SERVICE (survey)											
Reliability											
Assurance											
Tangibles											
Empathy											
Responsiveness											
OVERALL RATER AVERAGE											
PEOPLE											
Employee attendance											
Employee performance evaluation											
Employee retention											
Employees sufficiently trained (survey)											

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Employees are informed of and understand expectations. (survey)											
Employee overall satisfaction (survey)											
PRIMARY DISTRICT MISSION	Making sure all students are enrolled in the appropriate grade and school. Making sure that all expulsions are dealt with in a timely manner and according to Ed Code. Making sure that truancy issues are dealt with in a timely manner and according to Ed Code.										
SUPPORTING STUDENT ACHIEVEMENT (survey)											