

Performance Monitoring

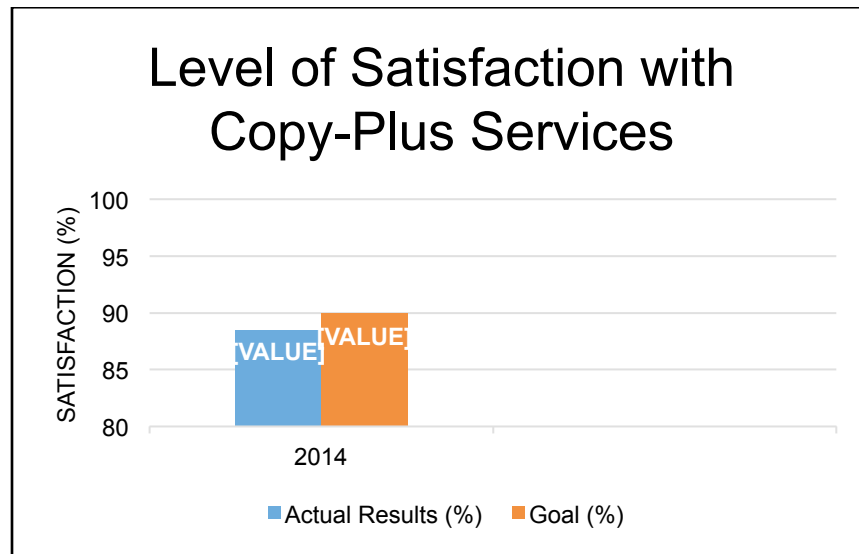
Family: Customer Focus

Central Duplication of Instructional Documents for Teachers—Copy-Plus

Mission: To provide teachers with copies of the instructional documents they request

Objective: Increase the number teachers who use the service

Goal: Ongoing improvement in the preparation of instructional documents for teachers



Note: After FY14, benchmark will be previous-year results.

Action Plan

Tool to Measure Satisfaction	Benchmark	Formula	Process	Person responsible	Time period
Annual customer survey to collect responses from teachers	After FY14, previous-year results	$a/t=x$ a = no. of Agree/Strongly Agree responses t = total responses x = percentage of respondents that indicate Agree/Strongly Agree	Coordinate with Office of Shared Accountability to create survey	D. Marks	November
			Distribute survey link to customers	F. Ubiera	December
			Review, organize, and report results of survey to strategic action team, under F. Ubiera	D. Marks	January
			Communicate results to DMM director	J. Marshall	February