

# Performance Monitoring

Family: Organizational

## Editorial Support for School and Central Office Staff—Editorial Help Desk

**Mission:** To fulfill individual requests from school and central services staff for MCPS style and grammar standards for correspondence, documents, and reports.

**Objective:** Increase number of staff who receive editorial support

**Goal:** Increase use of services by 5 percent



## Action Plan

Tool to Admit Participants	Benchmark	Formula	Process	Person responsible	Time period
Review and accept requests from new administrative secretaries/support staff who request to join and receive reference products and editorial services.	FY 2013	$t+w=x$ <i>i = No. of inquiries addressed</i> <i>t - No. of participants who sign up at events</i> <i>w - No. of employees seeking assistance = x</i> <i>- No. of professionals in Help Desk community</i>	At events, provide sign-up sheet for those who wish to join EHD community.	D. Marks	Ongoing
			Request those who contact EHD for help indicate if they would like to join the EHD community.		
			Compile names of professional by CESC or outside CESC in database.	D. Marks	Daily
			Provide grammar and writing tips on EHD website.	D. Marks/ R. Russell	Quarterly
			Report database results to J. Marshall	D. Marks	Annual