

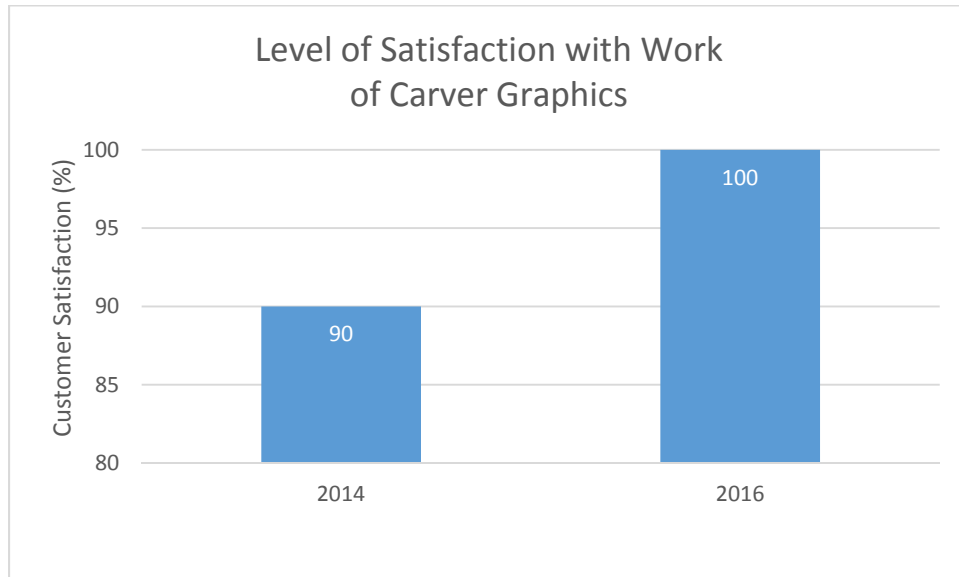
Performance Monitoring

Graphic Design and Composition of Systemwide Publications—Carver Graphics

Mission: To support student achievement by producing instructional, informational, and administrative materials for our schools and the central services offices that support them

Objective: To make EGPS a highly effective resource in supporting the work of the school system

Goal: Create high-quality publications and graphic materials for students, families, and MCPS staff



Action Plan

Tool to Measure effectiveness	Benchmark	Formula	Process	Person responsible	Time period
Annual survey to monitor responses from customers	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 and execute the survey	D. Marks	March
			Develop survey questions.	K. Williams	April
			Review, organize, and report results of survey to strategic action team, under K. Williams	D. Marks	May
			Communicate results with DMM director	J. Marshall	June