

Central Susquehanna Intermediate Unit
Strategic Plan 2013-16

Str. Priority	Goal	Strategy	Description (Priority Champion)	Cross Reference	Deliverable / Evidence	2013-14	2014-15	2015-16
1			Develop and maintain strong relationships (Cromley)					
1	1		Increase customer service quality					
1	1	A	<ul style="list-style-type: none"> • Develop customer service standards 			X		
1	1	B	<ul style="list-style-type: none"> • Monitor, implement and evaluate customer service standards 			X	X	X
1	1	C	<ul style="list-style-type: none"> • Provide training on customer service standards 			X	X	
1	1	D	<ul style="list-style-type: none"> • Embed standards into job descriptions and performance evaluations 				X	
1	1	E	<ul style="list-style-type: none"> • Recognize staff who provide exceptional customer service 			X	X	X
1	2		Improve quality of communications with districts and clients					
1	2	A	<ul style="list-style-type: none"> • Develop comprehensive strategic communications plan 			X	X	
1	2	B	<ul style="list-style-type: none"> • Implement the strategic communications plan 				X	X
1	2	C	<ul style="list-style-type: none"> • Evaluate and report the strategic communications plan 					X
1	3		Identify and cultivate strategic partnerships					
1	3	A	<ul style="list-style-type: none"> • Establish criteria that define partnerships and vendor relations 			X	X	
1	3	B	<ul style="list-style-type: none"> • Identify existing partnerships and assess value of each 				X	
1	3	C	<ul style="list-style-type: none"> • Explore and develop new partnerships 					X

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2			Implement a CSIU business plan to ensure our viability and sustainability (Martz)					
2	1		Develop and implement a CSIU business model format			X	X	
2	1	A	<ul style="list-style-type: none"> Identify business plan models to guide the development of a CSIU model 			X		
2	1	B	<ul style="list-style-type: none"> Seek stakeholder input on development, implementation and evaluation of plan 			X		
2	1	C	<ul style="list-style-type: none"> Develop the plan; seek input from senior leadership team; submit plan to Board for approval 			X		
2	1	D	<ul style="list-style-type: none"> Implement plan, using it to guide development of other plans 				X	
2	2		Develop review procedures for competitive grants and funding					
2	2	A	<ul style="list-style-type: none"> Review, document, and analyze any current procedures 			X	X	
2	2	B	<ul style="list-style-type: none"> Research best practices for similar organizations 				X	
2	2	C	<ul style="list-style-type: none"> Develop and implement revised procedures 				X	
2	3		Develop branding across programs, products and services that is consistent with the business model					
2	3	A	<ul style="list-style-type: none"> Review and identify current CSIU branding practices 				X	X
2	3	B	<ul style="list-style-type: none"> Research best practices for similar organizations 				X	X
2	3	C	<ul style="list-style-type: none"> Develop and implement a revised branding scheme 				X	X

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3			Develop a comprehensive staffing plan to attract and retain quality staff (Ritter)					
3	1		Implement workforce planning that aligns staffing with budget					
3	1	A	<ul style="list-style-type: none"> Review and analyze current search and hiring process 			X	X	
3	1	B	<ul style="list-style-type: none"> Identify difficult-to-hire areas 			X	X	
3	1	C	<ul style="list-style-type: none"> Review and analyze sources for candidates 			X	X	
3	1	D	<ul style="list-style-type: none"> Analyze current pay structures 			X	X	
3	1	E	<ul style="list-style-type: none"> Identify and outline hiring priorities and recruitment strategies 			X	X	
3	2		Develop leadership system to ensure continuity, knowledge and continuous learning					
3	2	A	<ul style="list-style-type: none"> Identify desired leadership competencies 				X	X
3	2	B	<ul style="list-style-type: none"> Explore online leadership training to meet competencies 				X	X
3	2	C	<ul style="list-style-type: none"> Provide for better utilization of the EAP training modules 				X	X
3	2	D	<ul style="list-style-type: none"> Develop a course on understanding school districts 				X	X
3	3		Upgrade the CSIU performance evaluation systems					
3	3	A	<ul style="list-style-type: none"> Evaluate the current performance evaluation system 			X	X	
3	3	B	<ul style="list-style-type: none"> Systematically review job descriptions for currency and relevancy 				X	
3	3	C	<ul style="list-style-type: none"> Ensure that all staff have clearly defined goals and expectations 				X	
3	3	D	<ul style="list-style-type: none"> Ensure that staff have opportunities for growth and development 			X	X	X
3	3	E	<ul style="list-style-type: none"> Evaluate current reward and recognition programs 			X	X	X

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4			Offer relevant, high quality services and products (Peterson)					
4	1		Develop tools and methods to analyze current products and services					
4	1	A	<ul style="list-style-type: none"> Document an inventory of all CSIU products and services 			X	X	
4	1	B	<ul style="list-style-type: none"> Develop client and staff survey measurement points, methods and instruments including templates to be used by programs to create custom surveys 			X	X	
4	1	C	<ul style="list-style-type: none"> Identify and develop other methods to measure quality and customer satisfaction 			X	X	
4	1	D	<ul style="list-style-type: none"> Identify audiences to be surveyed 			X	X	
4	1	E	<ul style="list-style-type: none"> Prioritize the products and services to be evaluated 			X	X	
4	1	F	<ul style="list-style-type: none"> Identify next steps 				X	X
4	2		Develop strategies to evaluate brand promise and brand experience					
4	2	A	<ul style="list-style-type: none"> Develop a standard client survey that will be required for all same-day services and special projects: e.g. meetings, presentations, trainings, program implementations, etc. 					X
4	2	B	<ul style="list-style-type: none"> Develop a standard annual survey that will be used to benchmark client satisfaction 					X
4	2	C	<ul style="list-style-type: none"> Determine and implement methods for easy, client-initiated feedback 					X
4	3		Create process to identify, evaluate and implement new service needs					
4	3	A	<ul style="list-style-type: none"> Develop and implement methods to survey CSIU staff and clients to identify potential new products & services or expansion of existing products and services 					X
4	3	B	<ul style="list-style-type: none"> Identify a process whereby the results of such surveys are rank ordered in importance and implemented in a timely and effective way 					X

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5			Become a leader in personalized learning reform (Morton)					
5	1		Develop and share a consistent definition of personalized learning with districts					
5	1	A	<ul style="list-style-type: none"> Seek information from curriculum coordinators 			X		
5	1	B	<ul style="list-style-type: none"> Seek information from superintendents 			X		
5	1	C	<ul style="list-style-type: none"> Develop definition from the educators' feedback 			X		
5	2		Organize an online repository of current personalized learning strategies					
5	2	A	<ul style="list-style-type: none"> Identify types of instructional strategies (e.g., flipped learning) for inclusion in the repository 			X	X	
5	2	B	<ul style="list-style-type: none"> Create an online repository that can be housed at the CSIU and accessed by school district personnel 				X	
5	3		Model the use of personalized learning strategies in the delivery of CSIU services					
5	3	A	<ul style="list-style-type: none"> Identify the best personalized learning strategies to model 			X	X	X
5	3	B	<ul style="list-style-type: none"> Model personalized learning strategies to staff during trainings via face to face and/or the Internet 				X	X
5	4		Provide consultation service in the design, implementation, and evaluation of personalized learning strategies					
5	4	A	<ul style="list-style-type: none"> Develop a consultation model 				X	
5	4	B	<ul style="list-style-type: none"> Present the model to curriculum coordinators and superintendents 				X	
5	4	C	<ul style="list-style-type: none"> Provide assistance as requested 					X
5	5		Identify technology solutions that support and enhance personalized learning strategies					
5	5	A	<ul style="list-style-type: none"> Research strategies to highlight 			X	X	X
5	5	B	<ul style="list-style-type: none"> Work with technology department to identify possible solutions 				X	
5	5	C	<ul style="list-style-type: none"> Place strategies online and make them accessible to school district personnel 					X