



# Quality Performance Department Newsletter

**Thompson R2-J Systems Alignment Update**

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## *Spotlight on Quality*

## *Updates*

**The spotlight on quality this month is on the Risk Management Department.**



Customer service excels throughout the interactions one has with these employees. Whether it is from getting personal information for insurance or benefits to understanding what interactions may be high risks for the district, you can be sure that you will get service promptly and courteously.

Since the work of this department depends on excellent customer service, it is a natural fit to have two of these department employees lead the customer service project team within systems alignment. Give a shout out to Robbi Stokovaz, Barb Swanson, Paula Dodds and Sharon Boddy and say thanks for the work they are doing!



**Updating District Communication** — Check out the work this team is doing by going to their Wikispace at [districtcommunicationtsd.wikispaces.com](http://districtcommunicationtsd.wikispaces.com)

The work to improve district level meetings will impact and add value to all who participate. If you have an interest in this project team, contact Dennis Rastatter or Wes Fothergill.

**Updating Professional Development Practices** — The team is focusing their work on identifying skills that are needed to support Vision 2020 (the new strategic plan).

**Licensed Performance Management/Evaluation Tool** — Each of the team members took a road trip to the pilot schools in order to interview teachers and administrators. Data is still being tabulated and feedback on the tool is greatly appreciated. Contact Sheila Pottorff, Laurie Shearer or Rhonda Richer for more information.

**Classified Performance Management/Evaluation Tool** — This team is knee deep in subgroup work to review and update the current tool, look at online options, create an implementation plan and, finally, have a little fun in the process.

**APT Performance Management/Evaluation Tool** — Ready, Set, Launch! This team met on November 19 to learn more about the project, do some team building, and talk philosophically about the work ahead. They are reviewing research for the next several weeks. If you are interested in the work they are reading about, check out their wiki at [aptevaluationtooltsd.wikispaces.com](http://aptevaluationtooltsd.wikispaces.com).

**Customer Service** — Identifying quick fixes for employees to use to spread quality customer service across the district is what this team is working on right now. Long term, they are researching best practices in customer service. Have ideas for them? Share your ideas with Barb Swanson or Robbi Stokovaz.

**Next team?????** — QPD is in the process of collecting feedback from people on which team should be launched in January. We are looking for teachers who would be willing to take a Zoomerang survey (just one question) to help us prioritize our work. Contact Annette Overton for more information...remember, *answering just one question!*

## *Dates and Times for Work Sessions*

**Classified Performance Evaluation** — December 13, noon-4 p.m., Classrooms 8 & 9

**District Communication** — December 1 & 15, 3-5 p.m., Room 107 (Lily)

**Customer Service** — January 4, 8:30-11:30 a.m., Room 132

**Group Lead Meeting** — December 9, 11:50 a.m-1:00



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