

**Strategic Plan Framework
April 10, 2008**

MISSION

The mission of AMA ESD is to serve and support student achievement.

STATEMENT OF VISION

The vision of AMA Educational Service District is that:

- Our primary focus is to support the efforts of our local districts and communities to ensure every child achieves his or her fullest potential.
- Every school we serve is of such high quality that kids are excited to come to school and parents are proud to send them.
- Every decision we make is based on the best interests of children.
- All students leave our schools prepared to contribute and compete in a global society.
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GUIDING BELIEFS

We believe

- ... we are here to serve all children.
- ... each student can learn and deserves the best education possible.
- ... decisions are to be based upon best practice.
- ... parents are key partners in the success of their children.
- ... collaboration with our communities is essential.
- ... all services must be delivered with excellence and integrity.
- ... everyone deserves dignity and respect.

INDICATORS OF SUCCESS

Support of Student Achievement

All programs and services are valued by clients for enhancing student achievement while saving them time and resources.

Sample Measurement:

- Clients' perception of the quality of mutually agreed-upon services provided, as measured by a survey or structured interviews of superintendents, principals, and teachers

Culture of Communication, Collaboration and Transparency

The ESD's culture will reflect an attitude of communication, collaboration and transparency.

Sample Measure:

- Client survey items regarding their perception of the culture and quality of communication (in addition to surveying them regarding quality and value of services)
- Survey of staff and boards of education regarding their perceptions of the culture and quality of communication

Community Engagement and Support

The ESD board and staff are viewed as valued community, regional and state partners; the ESD is supported by the community.

Sample Measure:

- ESD board and staff involvement in community leadership roles
- Staff involvement in regional and state leadership roles
- Millage support
- Community contributions of time and money
- Attendance at district-wide events hosted by AMA ESD

Operational Excellence

Every functional area of ESD operations will demonstrate best of field practice and continuous improvement.

Sample Measurements:

- Each functional area to establish metrics in terms of a) customer satisfaction, b) cost effectiveness, and c) compliance. Areas include business and finance, pupil accounting, transportation, facilities management, food services, technology, and human resources.
- The area of State and Federal Compliance will report on number of compliance variances.