UPDATE ON THE SHOW-ME SUCCESS STRATEGIC PLAN

STATUTORY AUTHORITY:
Section 161.092, RSMo

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<th>Consent Item</th>
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STRATEGIC PRIORITIES

Access, Opportunity, Equity – Provide all students access to a broad range of high-quality educational opportunities from early learning into post-high school engagement.

Teachers and Leaders – Prepare, develop and support educators to ensure an effective teacher in every classroom and an effective leader in every school.

Efficiency and Effectiveness – Create an internal environment of continuous improvement, effective programming and efficient business operations.

SUMMARY

The State Board of Education (State Board), Commissioner and Department have been engaged in several initiatives that will potentially influence the next reiteration of the Show-Me Success Plan and its vision, mission, core values and goals.

Results from discussions during the October State Board meeting and informational meetings held in November with employees in the Jefferson State Office Building provided insight for recent updates to the Department’s strategic plan and new activities to improve communications. Further discussion with the State Board will assist in providing direction for the establishment of goals and measurements, and a communication plan.

PRESENTERS

Pam Thomas, Chief of Strategic Initiatives and Talent Development; and Mallory McGowin, Communications Coordinator, will assist in the presentation and discussion of this agenda item.

*Added last slide on 11/27/2019*
Ten (10) informational meetings with colleagues in the Jefferson State Office Building.

- 184 DESE colleagues participated (67%)
- Feedback on revisions to the strategic plan
  - Transformational goals
  - Operational goals
- Suggestions for improving communication
Updates to the strategic plan include:

**Our Vision**
Improving Lives through Education

**Our Mission**
Providing Access to Opportunity

**Our Core Values**
- We are committed to excellence
- We are future-focused
- We are dedicated to serving others

**Our Priority Areas**
- Early Learning & Early Literacy
- Educator Recruitment & Retention
- Safe & Healthy Schools
- Success-Ready Students & Workforce Development
The strategic goals (transformational) are:

**Our Success Statements**

- Every child is ready to learn in Kindergarten.
- Every child is reading in 3rd grade.
- Teachers & leaders are prepared to be effective in the classroom & school.
- Teachers & leaders are sufficiently supported as they move through the continuum of the profession.
- Students & teachers have access to mental health supports.
- Leaders have implemented & communicated a school safety plan.
- Students will graduate with the academic & social skills needed for postsecondary activities.
- Citizens are contributing to society.

**Our Goals, Objectives & Timelines**

Under Development

**Our Measurements**

Under Development
The strategic goals (operational) are:

**Continuous Improvement – Effectiveness**
- **Example:** increase open rates for DESE Communications emails

**Continuous Improvement – Efficiency**
- **Example:** reduce the number of days to respond to data requests

**Customer Service**
- **Example:** increase the number of educator certification calls handled
What we heard in the informational meetings:

<table>
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<tr>
<th>What’s Working</th>
<th>What’s Not Working</th>
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<tr>
<td><strong>Customer Service</strong>: Extensive efforts being made to ensure timely assistance is provided.</td>
<td><strong>Access</strong>: Need a better, faster way to locate key information &amp; contacts for customers.</td>
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<td><strong>Dedication</strong>: Working hard to meet the demands of the job responsibilities.</td>
<td><strong>Processes</strong>: Streamlined systems &amp; proactive communication across offices.</td>
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<td><strong>Support</strong>: Ready to better identify how the work ties into DESE’s vision.</td>
<td><strong>Engagement</strong>: Unaware of work &amp; priorities in other DESE offices/sections.</td>
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Our next steps for *external* communications:

**Audience Preferences**
- Poll stakeholders live at meetings
- Compare to 2018 Superintendent Survey results

**Anticipated Changes**
- Consolidate emails & explore other ways to share information
- Share talking points with district leaders on key issues
- Collaborate with stakeholders
Our next steps for *internal* communications:

**Improve**
- Intranet & “Quick Reference Guide”
- “DESE Weekly”
- Proactive communications planning

**Create**
- Additional ways for leadership to discuss DESE efforts
- More in-person learning opportunities
- Job-alike networks
ENGAGE: The State of Missouri’s approach to professional development.  

**Definition**
- Regular conversations to identify what can be improved, learn from each other and get better at helping each other.
- Created using team member’s feedback from all departments, in order to:
  - Improve professional development practices.
  - Bring together supervisors and their teams members more.
  - Use best practices from other organizations.
  - Establish clear expectations and goals for each team member.
- Establish a rhythm of Schedule, Prepare, Reflect, Focus, Act and Ask.

**Expectations**
- Monthly check-ins for 15-20 minutes between team members (i.e., supervisor and supervisee).
- Supervisors give feedback on current performance and how to improve. Opportunity to explain the department’s direction and how work every day fits into the big picture.
- Team members understand their roles and contributions. Opportunity to step back from the day-to-day, reflect upon work and skills, and chart a path forward to improve.
- Document meeting notes in a notebook.
- Calibration meeting every 6 months (e.g., June, January) for 30-45 minutes to evaluate/set goals.

**Outcomes**
- Increase learning through coaching and feedback.
- Increase communication of the department’s vision, mission and values.
- Improve support to and relationships between team members.

**Source:** https://oa.mo.gov/engage