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|  | **Customer Service Plan**  Department | Emerson Elementary  2018-19 |

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| **Who are our *Customers*?** |
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| Students, staff, families, and community members |
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| **What is our *Service* *Philosophy*?** |
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| We reach and teach each student to cultivate life-long learning by ensuring an equitable, safe, and supportive environment. We promote and encourage family and community engagement. Together, we support students ensuring each student receives relevant, rigorous, personalized, and engaging standards-based instruction. We strive to meet the needs of all our stakeholders in timely, friendly manner. |
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| **What are our *Service* *Standards* and *Descriptors*?** |
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| Respect, safety, equity, and collaboration |
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| **What *Processes* need to be strengthened?** |
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| Develop our “next steps” for implementing PBIS; including, moving into Tier 2, and articulating the elements of our school-wide program. Communicate to parents the elements of our PBIS program; including mindfulness curriculum. Systems to ensure emotional, physical, intellectual safety, and positive interactions. We will administer a one-question survey to stakeholders that they can fill out at any time. |
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| **What elements of the *Physical* *Environment* need to be strengthened?** |
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| Cleanliness of entire campus space (inside and out) and welcoming foyer |

The work and thinking from this planning tool need to be transferred to the **Welcoming Culture Action Items section on school improvement plans.** Key performance indicators need to be identified for your actions.

**Example**

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| **Actions** | **KPIs** |
| * Determine, communicate, and measure service standards | * Customer survey results |
| * Identify and strengthen elements of the physical environment | * Quarterly campus walks results |

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| **Core Values** | **Behaviors/Actions we will see/hear** |
| Passion | Greeting/welcoming all students and staff  Active participation |
| Equity | Opportunities and access for all  Being aware of our bias |
| Integrity | Positive conversation |
| Collaboration | Staff meeting beyond scheduled times  Students/families being active participants in school culture/climate |
| Diversity | Welcoming families from diverse cultures  Falcon assemblies |
| Respect | Modeling respect with all staff  Teaching/reinforcing VV |
| Learning | Intentional planning  Student understanding of outcomes |

**Cultural Practices**

**We…**

Take ownership of our building culture through constant support, encouragement,

 and nurturing

Assume positive intent

Are prepared and on time

Have a growth mindset (for self, students, colleagues)

Collaborate around common goals and we share ideas and resources to support this

Keep students' challenges confidential-on a need to know basis

Connect with families—in person, email, phone

Solve problems by first talking directly to the person

Are open to feedback and reflective about our practice

Are lifelong learners

Smile, laugh, dance, and have fun!

**We don't…**

Gossip—our words have the power

Don't exclude our self or others from professional conversations

Give up on kids!