



Region 17



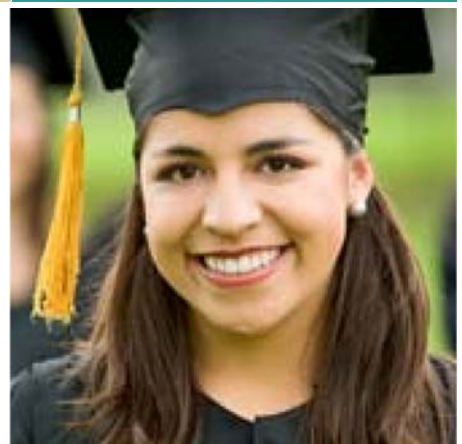
Mission Statement



Parameters



Strategic Objectives



Statement of Beliefs



Strategies

Strategic Plan

*Strategic Plan
Revision Number: 3
Revision Date: 5/25/2016*



Purpose

The purpose of this plan is to provide a conceptual framework to guide and focus ESC operations and functions. This plan is a virtual document and will be reviewed and modified as necessary.

Mission Statement

We are passionately committed to developing and nurturing healthy, thriving learning communities across Region 17 by guiding and supporting schools in their quest for excellence.

Parameters

- ◆ We will not compromise quality, integrity, or high expectations.
- ◆ We will treat all people with dignity and respect.
- ◆ We will practice and promote open and honest communication.
- ◆ We will aggressively pursue healthy relationships.
- ◆ We will practice fiscal responsibility.

Strategic Objectives

All learning communities will:

- ◆ Achieve educational excellence.
- ◆ Develop professional excellence.
- ◆ Foster successful learning.
- ◆ Be vitally interdependent.



Statement of Beliefs

We believe that:

- ◆ Spirituality is the essence of life and gives purpose to human existence.
- ◆ A sense of purpose and value gives meaning to life.
- ◆ All people need to have a sense of physical and emotional well-being.
- ◆ There is a relationship between expectations and achievement.
- ◆ Attitude affects results.
- ◆ Adaptation to change is necessary for success.
- ◆ Leadership has an essential role in developing vision, providing direction, and moving an organization forward.
- ◆ All components of the organization are inherently interdependent and contribute to its success.
- ◆ Learning is continuous and influences decisions and actions.
- ◆ A society profoundly influences the future by educating its children.



Strategy One

We will provide services and products to meet and exceed current and projected client needs.

- 1.1** Provide a process to determine current and future client needs.
- 1.2** Cultivate partnerships within the ESC and with clients to collect, communicate, and disseminate information.
- 1.3** Encourage cross-component ESC teams that offer assistance to clients.



Strategy Two

We will maximize resources through the development and prioritization of services and products.

- 2.1** Increase efficiency and economy of client operations by strengthening ESC products and services.
- 2.2** Eliminate the duplication of products and services through enhanced internal communication.
- 2.3** Optimize capacity to meet client needs by providing training and services through increased meeting space, technology, and on-site visits.
- 2.4** Conduct an annual assessment of existing ESC products and services to evaluate the effectiveness and continued availability of each service and product.



Strategy Three

We will support existing and emerging technologies to enhance instructional innovation to create thriving learning communities.

- 3.1** Increase infrastructure capacity for technology to accommodate growing use of internet and distance learning.
- 3.2** Increase opportunities to utilize technology for distance education for professional development and instructional purposes.
- 3.3** Integrate and model emerging technology into existing instructional practices, products, and services.
- 3.4** Review and implement information security policies, procedures, and practices on an ongoing basis.



Strategy Four

We strategically pursue partnerships both internally and externally to contribute to learning communities.

- 4.1 Determine goals and objectives for external partnerships.
- 4.2 Foster deliberate and effective communication with both internal and external partners.
- 4.3 Meet client needs through cross-component alignment.
- 4.4 Recruit and retain highly qualified and productive ESC staff.



Employee Expectations

The organization believes employees must exhibit expectations in order to fulfill its Mission.

Customer Satisfaction

Employee shall:

- ◆ Be professional by consistently providing current and accurate information.
- ◆ Be responsive to the needs of the customer at the highest level possible, within the mission of the ESC.
- ◆ Develop relationships with all clients that are deep, sincere, and relevant while maximizing organizational capacity.
- ◆ Resist complacency by constantly searching and adapting services that will meet the evolving needs of clients.
- ◆ Provide and evaluate services to ensure that they are efficient and economical.



Teamwork

Employee shall:

- ◆ Foster a shared loyalty and focus with respect to work ethic, trust, customer satisfaction, and teamwork.
- ◆ Strive to be respectful, open, and consistent by being an active communicator.
- ◆ Be willing to collaborate and learn from each other by building on individual strengths within and across components.
- ◆ Strengthen the organization by looking for ways to encourage and build others up.
- ◆ Help the organization be responsive to the needs of clients by being flexible.

Trust

Employee shall:

- ◆ Have a premise that employees and the ESC's actions are trustworthy and well-intended.
- ◆ Be accountable to each other and the ESC (Mutual Accountability).
- ◆ Have a shared loyalty to each other and to the ESC.
- ◆ Promote actions that support overall success of the ESC.
- ◆ Communicate in an honest and forthright manner.



Work Ethic

Employee shall:

- ◆ Maintain a positive attitude.
- ◆ Prioritize work to ensure alignment with ESC Mission.
- ◆ Ensure that the work promotes the overall success of the ESC.
- ◆ Be intrinsically motivated, and frequently reflect on continuous improvement.
- ◆ Believe that your job is meaningful, has a purpose and makes a difference to others.
- ◆ Have a general concern for the well-being of those that we serve.



Region 17 Education Service Center
1111 West Loop 289 | Lubbock, Texas 79416
Voice: 806-792-4000 | Fax: 806-792-1523