

New Business Item 13-41

Introduced 5/23/14

Approved 5/23/14

TITLE: Approval of Customer Service Plan

The Hawaii Teacher Standards Board approves the following plan to support Customer Service in 2014-2015:

- The Customer Service Survey will be deployed in July 2014. Results will be reviewed by October 2014 and suitable suggestions implemented;
- The Executive Director will arrange meetings/presentation for Board of Education, Charter School Commission, and Complex Area Superintendents;
- HSTA Teacher Institute Days will replace HTSB Community Meetings to enable HTSB staff and Board Members to connect face to face with more teachers across the state;
- The Executive Director and Licensing Specialist will contact each Department of Education and Charter School principals and peer mentors, or HQT personnel, by telephone to establish direct communication on licensing matters;
- The Executive Director and Education Specialist will continue monthly contact with each of the Hawaii Education Preparation Providers to keep open communication and maintain progress on required assessments and licensure requirements;
- The Executive Director and Data Processing Systems Analyst will establish weekly meetings with Hawaii Information Consortium to maintain vigilance over the online licensing system, either face to face or via telephone or web-based software.

Submitted by: Terry Lynn Holck

Referred to: Budget, Personnel and Strategic Planning Committee