

Performance Monitoring

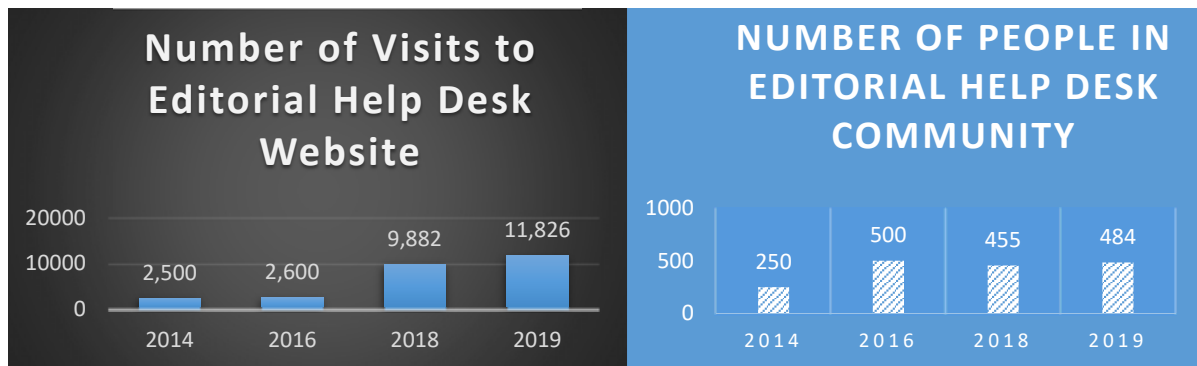
Family: Organizational

Editorial Help Desk—Support for School and Central Office Staff

Mission: To fulfill individual requests from school and central services staff for MCPS editorial style and business grammar standards for correspondence, documents, and reports.

Objective: Increase number of staff who receive editorial support

Goal: Increase use of services by 5 percent



Action Plan

Tool to Admit Participants	Benchmark	Formula	Process	Person responsible	Time period
Review and accept requests from new administrative secretaries/support staff who request to join and receive reference products and editorial services.	FY 2014	$i+w=x$ <i>i</i> = No. of inquiries addressed <i>w</i> - No. of employees seeking assistance <i>x</i> - No. of professionals in Help Desk community	At events, provide sign-up sheet for those who wish to join EHD community.	D. Marks	Ongoing
			Ask those who contact EHD for help if they would like to join the EHD community.		
			Compile and maintain database of participants by CESC or outside CESC	D. Marks	Ongoing
			Provide grammar and writing tips on EHD website.	D. Marks/ R. Russell	Monthly
			Report database results to J. Marshall	D. Marks	Annual

Note: Members of EHD community receive tip of the month (by email), *MCPS Correspondence Manual*, *MCPS Editorial Stylebook*, and *MCPS Acronyms*.