

ISP Strategic Plan

Mission: Connecting communities to inspire and empower educators and students with the resources to succeed.

Vision: Excellent educational outcomes for all students.

VALUES	Mission-focused	Institutional Growth	Customer-focused
GOALS	OBJECTIVES		
Goal 1: Create, develop and sustain impactful partnerships that advance the university and community efforts toward college access and diversity.	Faculty, staff and students are supported to engage with the K12 educational community		
	ISP is seen as a leader in both the Wash U and regional communities in providing expertise in K-12 education		
	Improved tracking and coordination of community networks and engagement		
	Clear, consistent communication around what we do and its impact to all internal and external stakeholders		
Goal 2: Develop and provide educators with materials that result in positive outcomes for all students.	All instructional materials aligned with best practices and cutting-edge research		
	Educators within our partner schools have the physical materials they need to teach our programs effectively		
	Increased student achievement through the use of our instructional materials		
	High-needs school districts make up the majority of those whom we serve		
Goal 3: Build educator capacity and encourage leadership.	High-quality professional development accessible to all area educators		
	Professional development aligned with best practices in instruction		
	Increased number and diversity of leadership opportunities		
	Increased teacher confidence with content knowledge, instructional strategy and lesson planning		
Goal 4: Build and share knowledge.	In-depth research executed in select focus areas		
	Research and program models disseminated nationally		
	Each staff member engaged in professional learning		
	Increased awareness of the importance of STEM and love of learning in all subjects		

ISP Norms

Core Values - External

- Mission Focus – education for all
- Institutional Growth – learning always
- Customer-Focus - relationships, responsiveness, etc

Core Values - Internal

- Personal Growth – learning always
- Culture of Appreciation – recognize the importance of all roles
- Assume Positive Intent — seek clarity (internal and external)
- Personal Integrity around your Work – commitment to quality
- Work-Life Balance

Rules of Engagement

- Respect and value the roles, emotions, perspectives, expertise, and qualities of others, even when you disagree.
- Be open to giving and receiving feedback.
- Respect confidentiality.
 - If you make a commitment, honor it. If you cannot, let your team know.
- Take personal responsibility – for your role and commitments and for raising concerns or asking for help.
 - Set time aside to reflect and learn from mistakes – as an organization, as teams within the organization, and as individuals.
 - Be solution-oriented.
 - Separate problems/mistakes from the people.
 - Take time to appreciate people.
- Track the time it takes to do the work and share it in order to help the organization better understand and make realistic work plans.
 - Follow communication procedures when we cannot say yes to every request.
- Openly communicate when working with a team. Say “not now,” “I disagree,” “have you thought about...”
- Collaborative space is for talking. Assume people are working in their space.
 - Use evidence and reasoning when providing explanations.
 - Respect group decisions once made.

Sharing Information*

- Communication Content & Methods
- Individual vs. Group
- Urgency vs. Non-Urgency
- Tracking hours & communicating to understand scope of work
- Letting others know what your work is so it is not doubled up
- Timely response to requests
- Transparency, hearsay, and gossip (what are the channels of communication?)
- Don't say it to others unless you'd say it to the person
- Make big announcements and share information with everyone at Touchpoint; don't let people find out via gossip or water cooler talk
- Meetings—agendas, note-taking, follow-ups
- Plan before
- Keep notes
- Create an action plan that is honored
- Share information from meetings to relevant people

**Discuss these in more detail with your team, especially those under Communication Content & Methods.*

