

# STRATEGIC PLANNING

Sub-committee Report  
Expectations for

Support

# Kalamazoo Public Schools Strategic Planning

## Support Staff Expectations

### To help ensure that Kalamazoo Public Schools students are successful upon graduating from high school...

1. Because of their value to the raising of strong, well educated children, support staff members will exhibit the following characteristics:
  - Like kids
  - Demonstrate a strong work ethic
  - Be responsive
  - Communicate information positively
  - Treat all adults and children with respect
  - Be welcoming (e.g., say good morning)
  - Show strong interest
  - Embrace diversity and celebrate individuality
  - Foster parent/school relationships
  - Maintain a positive attitude
  - Be capable
  - Maintain positive affirmations
  - Have a sense of humor
  - Participate in teamwork
  - Ask for help when needed
  - Report to work on time
  - Share knowledge
  - Stay focused on child's successes without taking things personally
  - Be a good listener
  - Be flexible
  - Communicate clearly
  - Be responsive to safety issues
  - Model social skills (e.g., say please and thank you)
  - Know how to provide or access help
  - Follow up on questions
  - Use kind words
  - Smile
  - Encourage student achievement
  - Model appropriate dress
  
2. Systems are already in place, or will be established, that:
  - Match personalities and skills during the hiring process
  - Engage, enlighten, encourage and empower
  - Clarify false perceptions
  - Encourage continuity between buildings

# Kalamazoo Public Schools Strategic Planning

## Support Staff Expectations

- Facilitate teamwork and communication among divisions, departments and buildings
  - Involve support staff in building-level initiatives
  - Provide high-quality staff development, high expectations, and performance standards
  - Provide timely feedback for self-improvement
3. The Facilities Management Department will:  
Provide safe, healthy, functional spaces for students to learn
  4. The Food Service Department will:  
Provide nutritious meals in a welcoming atmosphere
  5. The Information Systems Department will:  
Provide technology that maximizes learning opportunities
  6. The Transportation Department will:  
Safely deliver students to and from school on time and in a welcoming atmosphere where students feel valued and cared about
  7. All support departments working with students will:
    - Reinforce building expectations
    - Openly communicate with building staff and students
    - Keep school staff informed of changes in children
  8. The central office will:
    - Listen to parents, students, employees and the community
    - Develop partnerships in the community
    - Support the KPS mission
    - Provide systems that support the needs of school staff and support service departments

## Common Themes

1. Attitude of service
2. Welcoming environment
3. Relationships that connect people
4. Ongoing development and training is necessary
5. Evaluations need to include the noted expectations