



Mission, Vision, and Goals

2021-2023

Mission and Vision Statement

Mission: Provide members with high quality, competitive, client focused services (to manage data and utilize technology effectively).

Vision: LGCA will be the primary, trusted resource members turn to for IT services, support, and expertise.

Goals:

1. **Quality Services & Programming:** Provide superior Customer Service through technical expertise and engaging, supportive training and service.
 - Develop innovative and engaging professional development for districts on the implementation of best practices.
 - Institute "Wellness Check" with districts to provide direct support related to their needs.
 - Refine systems and processes around support and feedback.
 - Enhance Customer Support to promote unused resources within the organization.
2. **Communication and Marketing:** Communicate effectively, maintain transparency, and actively embrace feedback with all members.
 - Report regularly on adherence to budget and on financial status.
 - Regularly seek feedback from members to make data based decisions around services.
 - Initiate a marketing plan for all levels of LGCA Services.
 - Provide up to date service availability information and emergency notifications via various options.
3. **Assurances and Cost Effectiveness:** Optimize financial and human resources to sustain competitively priced services and consortium purchasing.
 - Determine optimal organizational and leadership structure.
 - Develop a human resource plan based on findings from ODE Site Report.
 - Seek hosted/cloud options where it will improve efficiencies/cost structure.
 - Look for shared opportunities for member purchases, and for shared purchasing opportunities across the OECN.
 - Develop or acquire effective customer service feedback to determine appropriate staffing levels.
 - Transparently communicate LGCA funding and resources.
 - Maintain a professional learning environment that provides staff members clear performance expectations and fulfilling growth opportunities.
 - Establish a minimum cash balance that will activate discussion regarding adjustments of fees.