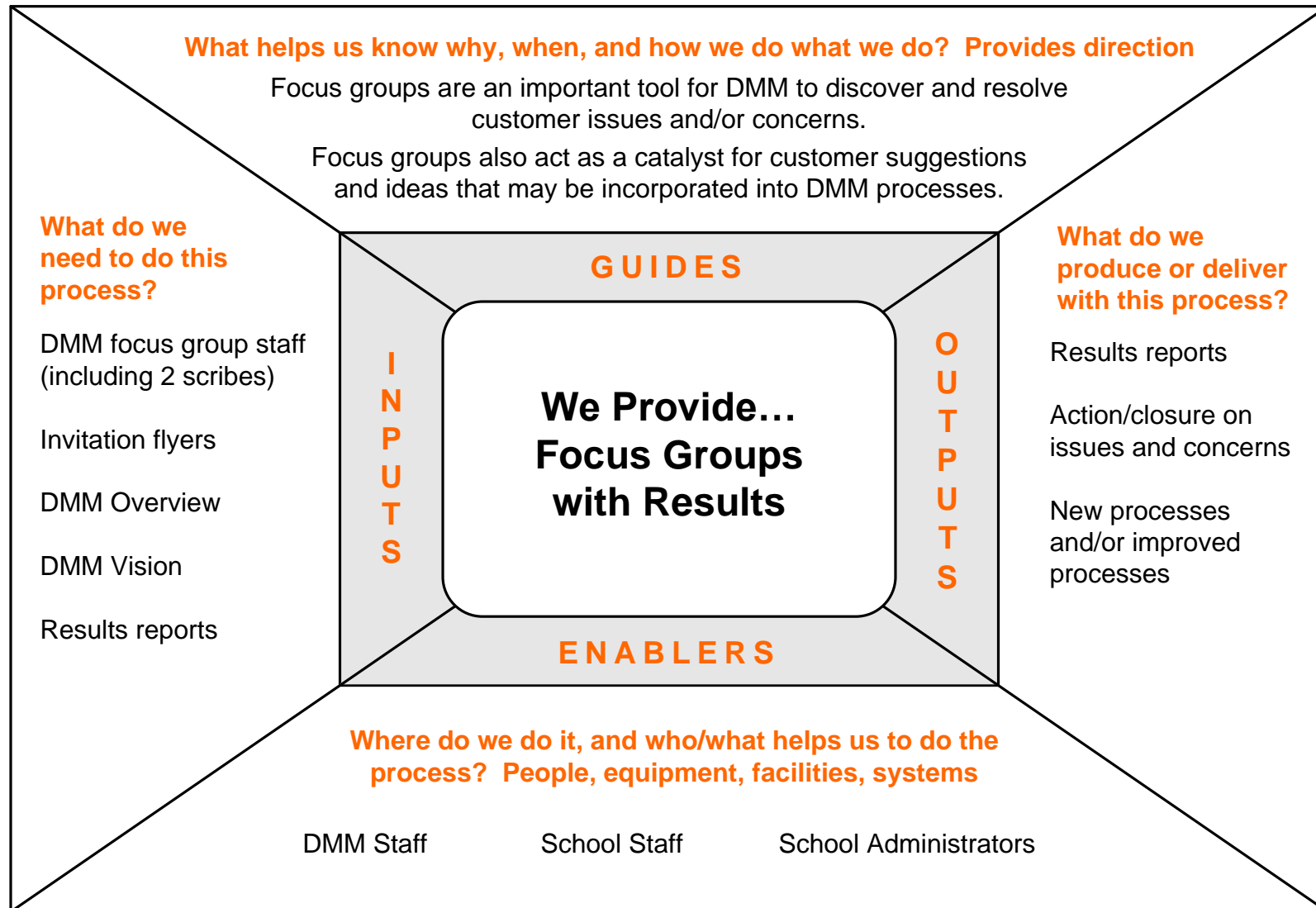


Process Begins when

School requests DMM to host focus group

Process complete when

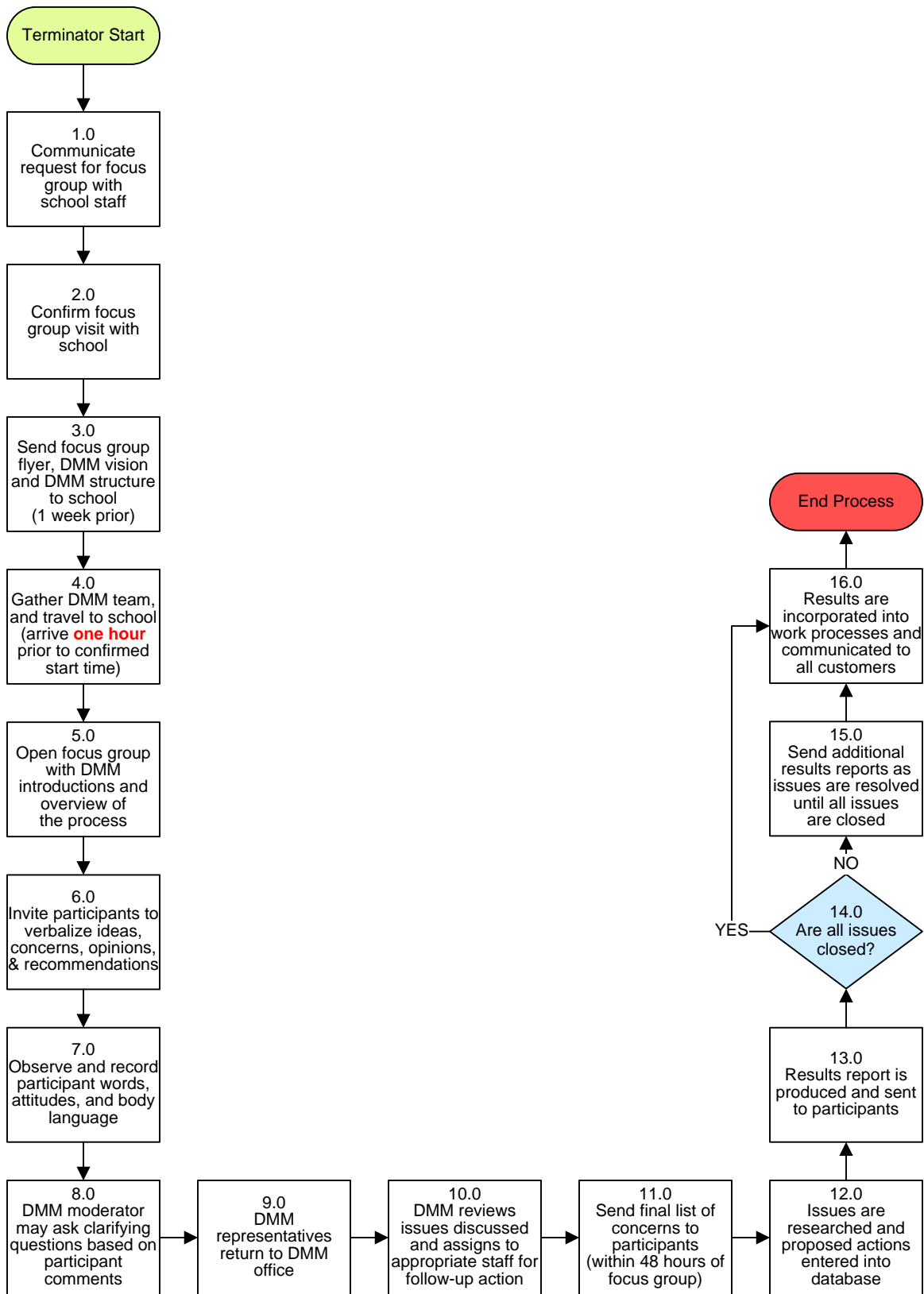
All concerns/issues resolved by DMM



Performance Measures:
Results Reports

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DMM Main Office – Focus Group with Results Process



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DMM Main Office – Focus Group with Results Process

3. PROCESS AREA/BUSINESS AREA DESCRIPTION

Step 1.0: Communicate request for focus group with school staff

Focus groups are always held at the school and at the time of day that is most convenient for the school. The school administration decides what staff will be invited to participate, however DMM always recommends that all school departments/levels be represented. (Usually the participants are members of the school's leadership.)

Step 2.0: Confirm focus group visit with school

Step 3.0: Send focus group flyer, DMM vision and DMM structure to school (1 week prior)

DMM requests that the focus group flyer, DMM vision and DMM structure documents are distributed to all invited staff.

Step 4.0: Gather DMM team, and travel to school (arrive one hour prior to confirmed start time)

DMM team should always include two scribes to record the issues discussed. Upon arrival, DMM team must check-in at the school office.

Step 5.0: Open focus group with DMM introductions and overview of process

Focus groups should take no more than 45 minutes to complete.

Step 6.0: Invite participants to verbalize ideas, concerns, opinions and recommendations

DMM staff should remain quiet while participants make comments. No "discussion" should be held during this portion of the focus group. Participants should not talk unless requested to by the DMM moderator.

Step 7.0: Observe and record participant words, attitudes, and body language

Step 8.0: DMM moderator may ask clarifying questions based on participant comments

Step 9.0: DMM representatives return to DMM office

Step 10.0: Review issues discussed and assign to appropriate staff for follow-up action

DMM team reviews issues discussed and decides who is best qualified to address the concerns. All issues are added to a final list of concerns for further review and action.



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DMM Main Office – Focus Group with Results Process

Step 11.0: Send final list of concerns to participants (within 48 hours of focus group)

Step 12.0: Issues are researched and proposed actions entered into database

Step 13.0: Results report is produced and sent to participants

Step 14.0: Are all issues closed?

If no, proceed to Step 15.0. If yes, skip to Step 16.0.


Step 15.0: Send additional results reports as issues are resolved until all issues are closed

Resend the results report to participants as issues are resolved.

Step 16.0: Results are incorporated into work processes and communicated to all customers

This ends the process.

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