



Ohio Mid-Eastern Regional Education Service Agency

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OME-RESA Continuous Improvement Plan (Draft)

Planning Period: 2025–2030

Purpose: To drive sustainable progress, service excellence, and strategic growth to benefit our member districts.

1. Recruiting and Retention

Goals:

- *Develop and maintain a positive organizational culture that values collaboration, innovation, and recognition.*
- *Strengthen recruitment efforts to attract diverse, skilled candidates aligned with our mission.*
- *Improve employee engagement and job satisfaction through regular feedback, professional growth opportunities, and competitive benefits.*
- *Build internal capacity by providing ongoing development, mentorship, and clear career pathways.*
- *Monitor and address factors affecting staff turnover and retention.*

2. Improved Business Operations

Goals:

- *Identify and streamline internal processes to reduce redundancies and improve workflow.*
- *Expand the use of digital tools to support daily operations, recordkeeping, and communication.*
- *Improve internal coordination and cross-departmental collaboration.*
- *Strengthen data-informed decision making through better use of reporting and performance metrics.*
- *Ensure compliance with fiscal, legal, and organizational policies through regular review and staff training.*
- *Explore and integrate AI-driven tools to enhance operational decision-making, automate repetitive tasks, and improve service delivery efficiency.*

3. Training Development

Goals:

- *Expand professional development offerings to address evolving educational and technological needs.*
- *Establish consistent training cycles and delivery methods for staff and member support.*
- *Partner with experts and agencies to offer specialized, high-value learning opportunities.*
- *Continuously assess and improve training based on participant feedback and changing needs.*
- *Promote a culture of continuous learning and innovation within the organization.*



4. Service Development and Improvements

Goals:

- *Align services with regional needs by working closely with school leaders to understand Appalachian districts' unique challenges, including access, equity, and funding limitations.*
 - *Develop and deliver services that enhance student learning outcomes, such as instructional technology support, broadband expansion initiatives, and access to digital learning tools.*
 - *Support district capacity-building by offering scalable, cost-effective services in areas such as student data, EMIS, fiscal operations, and cybersecurity, allowing districts to focus more resources on the classroom.*
 - *Promote regional equity by prioritizing the needs of under-resourced schools and offering specialized assistance, grant collaboration, and pilot programs in high-need communities.*
 - *Continuously evaluate and evolve services based on measurable impact to students and school performance, ensuring OME-RESA remains a trusted and innovative partner in regional education.*
 - *Leverage emerging AI technologies to develop predictive analytics, automate support functions, and offer adaptive services tailored to member district needs.*
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5. Cybersecurity

Goals:

- *Maintain and enhance a robust cybersecurity framework that follows state and federal best practices.*
- *Educate staff and member districts on cybersecurity awareness and responsibilities.*
- *Conduct regular assessments and testing to identify and mitigate vulnerabilities.*
- *Ensure timely response to incidents through clear protocols and a well-trained response team.*
- *Collaborate with external partners to stay informed of emerging threats and resources.*