

OE-3 TREATMENT OF COMMUNITY STAKEHOLDERS
SUMMARY OF COMPLIANCE STATUS
MARCH 2019

SUPERINTENDENT CERTIFICATION

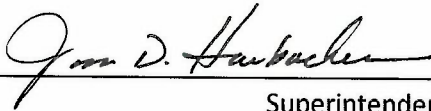
With respect to OE-3 *Treatment of Community Stakeholders* taken as a whole, the superintendent certifies that the proceeding information is accurate and complete, and the district is:

- In Compliance
 In Compliance, with Exceptions (as noted in the evidence)
 Not in Compliance

Summary Statement by Administration

Monitoring of operational expectations policies is part of the ongoing process of district performance evaluation and superintendent evaluation. This operational expectations policy addresses several aspects of the superintendent's responsibility regarding general operations. The superintendent and staff have provided the interpretation, monitored the first time the board reviewed the policy, plus for this round the documentation and narrative supporting the superintendent's assessment of whether we are in compliance with the policy. During the board's review, the board will make a determination whether we are in compliance with the policy or not, or whether there is overall compliance but with some noted exceptions which should be addressed.

Signed: _____


Superintendent

Date: 3/11/19

SCHOOL BOARD ACTION

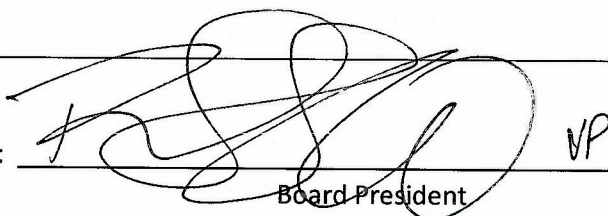
With respect to OE-3 *Treatment of Community Stakeholders*, the Board:

- Accepts the report as fully compliant
 Accepts the report as compliant with noted exceptions
 Finds the district to be noncompliant

Summary statement/motion of the Board

Motion by Mr. Lee to accept the OE-3 *Treatment of Community Stakeholders* Monitoring Report as In Compliance, with Exceptions, seconded by Mr. Lembke. Motion carried.

Signed: _____


Board President VP

Date: 3/11/19

OE-3 Treatment of Community Stakeholders

The Superintendent shall maintain an organizational culture that treats parents and citizens with respect, dignity, and courtesy.

Superintendent Interpretation:

- **Organizational culture** refers to our way of doing business where the superintendent shall model and maintain that everyone is treated respectfully by the superintendent and by staff. Should it be noticed that the superintendent or staff fail, efforts shall be made to repair the cultural expectation.
- **Respect, dignity, and courtesy** means that even during times of disagreement, conflict, or difficult situations, people within Bismarck Public Schools shall behave professionally toward others.

The Superintendent Shall:

3.1 Protect confidential information.	In Compliance
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Superintendent Interpretation: Only persons with a legitimate educational interest shall access information on students, parents, staff, or families. As required by law, FERPA, HIPPA, and other data shall remain confidential. All data, physical or digital, will be securely stored. Gossip or informal sharing of non-public data or personally identifiable information is prohibited.

Indicator 1: Formal complaints shall resolve to show BPS maintained confidentiality or if not, steps have been put into place to make systemic corrections.	In Compliance
Evidence: No formal complaints were received by the Superintendent.	

The Superintendent Shall:

3.2 Effectively handle complaints.	In Compliance
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Superintendent Interpretation:

- **Effectively** and **handle** mean complaints will be resolved beginning with the lowest possible level following administrative policy, regulations, and / or rules in a serious and time-bound manner. Effectively does not imply the complainant will always be satisfied with the resolution but that his or her issue shall addressed.

Indicator 1: The patron complaint policy, form, and contact information are readily available online.	In Compliance
Evidence: Policy KACA Patron Complaints , Exhibit KACB-E Personnel Complaint Form	

Indicator 2: Reviews of all formal complaints show the complaint went to the lowest possible level, was resolved or moved to the next level, and the individual making the complaint or inquiry was communicated to throughout the resolution process.	In Compliance
Evidence: No formal complaints were received by the Superintendent.	

The Superintendent Shall:

<p>3.3 Maintain an organizational culture that:</p> <ul style="list-style-type: none"> a. Values individual differences of opinion; b. Reasonably includes people in decisions that affect them; c. Provides open and honest communication in all written and interpersonal interaction; d. Focuses on common achievement of the Board’s Results policies; e. Is open, responsive, and welcoming. 	<p>In Compliance</p>
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Superintendent Interpretation:

3.3 a. Processes for input values and weighs diverse opinions of staff, with “diverse” meaning racial/ethnic, gender, socio-economic.

3.3 b. A collaborative inclusive process will be used to the extent practicable so that those impacted by decisions have an opportunity for input. However, reasonably means that not every individual can be represented in every major decisions.

3.3 c. Open and honest communication means the internal public (students and staff) and the external public (parents, citizens, media) shall have transparent and honest information with recognition that some information is limited by law and / or policy and cannot be shared. Communication includes both written communication in any form including social media whereas interpersonal communication means face to face as well as telephone interactions.

3.3 d. The superintendent and staff shall use opportunities to educate both the internal public and external public about the district’s academic goals, measures, and progress made.

3.3 e. The superintendent shall continuously strive to be welcoming, open, and responsive without compromising campus safety, and model the same for staff. Responsive means follow up will be timely and that stakeholders who make contact in any fashion (in person, via email or telephone, etc.) are made to feel valued.

<p>Indicator 1: The following are shared with the Board and public via the web:</p> <ul style="list-style-type: none"> Annual Report Strategic Plan District Calendar Budget/Audit Board agenda, minutes, and meeting notices 	<p>In Compliance</p>
<p>Evidence: Annual Report and Current Strategic Plan (a new Strategic Plan will be developed in 2019/20) https://www.bismarckschools.org/domain/29 District Calendar https://www.bismarckschools.org/cms/lib/ND02203833/Centricity/Domain/4/2018-19%20BPS%20Calendar.pdf Budget/Audit https://www.bismarckschools.org/Page/3002 Board agenda, minutes, and meeting notices https://www.bismarckschools.org/Page/401</p>	

<p>Indicator 2: The district’s office of community relations shall employ robust communication tools, including: Key Communicators, weekly social media</p>	<p>In Compliance</p>
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<p>presence (twitter, Facebook), news releases, parent newsletters, emergency alert notifications, the intercom, and district web postings.</p>	
<p>Evidence: The BPS communications and work plan developed by the Community Relations Department can be reviewed at https://www.bismarckschools.org/Page/3669</p>	
<p>Indicator 3: District surveys of parents, staff, students, and other stakeholders indicate overall positive or increasingly positive perceptions of the district's attempts to communicate with stakeholders.</p>	<p>In Compliance, with Exception</p>
<p>Evidence: The survey will be advertised/sent to patrons in late March. The results of the survey will be presented to the Board at the April 8 board meeting. The survey questions can be reviewed at https://www.surveymonkey.com/r/QV8GY3M</p>	
<p>Indicator 4: Measurables as required by Board OEs will be televised, summarized in minutes, posted on the web, and shared from the Community Relations office.</p>	<p>In Compliance</p>
<p>Evidence: Board agenda, minutes, and meeting notices https://www.bismarckschools.org/Page/401 Board Governing Policies https://www.bismarckschools.org/Page/3597</p>	