

OE-3 TREATMENT OF COMMUNITY STAKEHOLDERS
SUMMARY OF COMPLIANCE STATUS
APRIL 2021

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 Exception (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 report includes a Data Analysis on page 2 presenting an administrative summary of the data and a Capacity Building section on the last page outlining new practice or protocol to be utilized for the next reporting timeframe. The Capacity Building section also documents suggested changes to Operational Expectations or Results policies and/or indicators and interpretations. This report addresses seven indicators of the superintendent's responsibility regarding general operations. All seven of the indicators are shown as in compliance. Reporting dates for this report are July 1, 2020 – June 30, 2021.

Signed: 
Superintendent

Date: 4/26/2021

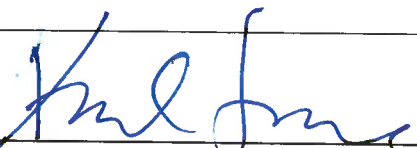
SCHOOL BOARD ACTION

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, seconded by Mr. Sagsveen. Motion carried.

Signed: 
Board President

Date: 4/26/2021

Data Analysis by Administration

The following data encapsulate the nature of the relationship between community stakeholders and the school district, as relates to the quality and transparency of district communications, community inclusion in district affairs, and the manner in which any concerns and complaints are handled.

For items of particular interest, the board is directed to the evidentiary reporting associated with 3.1 and 3.2 as suggesting a positive relationship with community stakeholders:

- No formal complaints were received during the time period with which this report is concerned.

Additionally, results associated with the Board Survey indicate an overwhelmingly positive public perception of Bismarck Public Schools:

- As of 4/20/2021, there have been 2,522 respondents to the survey.
- 83% feel the district does a “good job of communicating with the public.”
- Comprehensive survey results will be made available online and presented to the Board on April 26, 2021

Finally, up-to-date links to all relevant district plans, which are considered to be evidence of several indicators throughout this document, are contained within this document.

On the basis of evidence presented in this report, Bismarck Public Schools finds itself to be in compliance with all criteria set forth by OE-3.

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: BPS formal complaints fell within the guidelines and definitions established within Interpretation of 3.2 and met the intent of Indicator 2.	

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>
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<p>Evidence:</p> <ul style="list-style-type: none"> Annual Report Strategic Plan District Calendar Budget/Audit Board agenda, minutes, and meeting notices 	
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<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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presence (Twitter, Facebook), news releases, parent newsletters, emergency alert notifications, the intercom, and district web postings.	
Evidence: The BPS communications and work plan developed by the Community Relations Department can be reviewed here .	
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.	In Compliance
Evidence: The survey was advertised/sent to patrons in April. The results of the survey will be presented to the Board at the April 26 board meeting. The survey questions can be reviewed here .	
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.	In Compliance
Evidence: Board agenda, minutes, and meeting notices Board Governing Policies	

Capacity Building

This section provides new inputs by administration placed into practice or protocol since this data was collected.

The Community Relations Department of Bismarck Public Schools is currently formulating a new Communications Plan to be finalized and implemented in July of 2021.

As part of this plan, Bismarck Public Schools will be utilizing new communication modalities and media channels, and augmenting existing ones, in order to expand opportunities for community engagement in accordance with parameters delineated in this document.

The creation of a district Instagram, along with an impending overhaul of parent and employee newsletters, are examples of a few elements of this strategy, and find their impetus in indicator 2 of OE-3 item 3.3. Other novel aspects that remain mindful of OE-3/9 components will be incorporated in the plan, which will be presented to the board for consideration.