



OE-3 TREATMENT OF COMMUNITY STAKEHOLDERS SUMMARY OF COMPLIANCE STATUS APRIL 2024

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:

- X 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.

Signed: [Signature] Superintendent Date: 4/22/2024

SCHOOL BOARD ACTION

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

- X 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

The superintendent is encouraged to review and update the 3.3.a. superintendent interpretation. Motion by Mr. Lee to accept the OE-3 Treatment of Community Stakeholders Monitoring Report as In Compliance, seconded by Ms. Peterson. Motion carried.

Signed: [Signature] Board President Date: 4/22/2024

Data Analysis by Administration

The following data points describe the dynamics between stakeholders and the district in relation to transparency, confidentiality, and communications.

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.

Additionally, results associated with the Board Survey indicate an overall positive public perception of Bismarck Public Schools. Please note the following:

- There were 3,534 responses to the community survey
- Over 80% have an overall positive impression of the district, exceeding the target of 70%.

Finally, links to plans and reports that serve as evidence of indicators have been updated as appropriate.

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
--	----------------------

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: All formal complaints were addressed in alignment with district policy and maintained compliance.	

The Superintendent Shall:

3.2 Effectively handle complaints.	In Compliance
---	----------------------

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-E1 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>
---	-----------------------------

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:</p> <ul style="list-style-type: none"> Annual Report Strategic Plan District Calendar Budget/Audit Board agenda, minutes, and meeting notices 	

Indicator 2: The district’s office of community relations shall employ robust communication tools, including: Key Communicators, weekly social media presence (Twitter, Facebook), news releases, parent newsletters, emergency alert notifications, the intercom, and district web postings.	In Compliance
Evidence: The BPS communications and work plan developed by the Community Relations Department can be reviewed here and 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 February. The results of the survey will be presented to the Board at the April 22, 2024 board meeting. The survey results may 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/Recommendations

Capacity Building

Information collected in the creation of this reports suggests that existing protocols governing the handling of complaints and confidential data are efficacious. As a result, these will continue to be stringently observed.

Bismarck Public Schools takes stakeholder feedback into account when determining future stakeholder engagement modalities. The information gained from the stakeholder survey will be invaluable when charting a future course for stakeholder treatment. While the results were favorable, ways in which positive responses may be increased will be considered and implemented.

Recommendations

No recommendations are suggested at this time.