



Shorewood

9/24/2024 SCHOOL DISTRICT

Operational Expectations Monitoring Document OE-3 Treatment of District Constituents (Families & Caregivers, Students and Staff)

(Revised November 2021)

Certification of the Superintendent: *With respect to Operational Expectation 3 (Treatment of Stakeholders), taken as a whole, the superintendent certifies that the proceeding information is accurate and complete, and is:*

☒ **In Compliance**
☐ **In Compliance with Noted Exceptions**
☐ **Not in Compliance**

Signed: Laurie Burgos, Superintendent

Date: September 24, 2024

Executive Summary

This OE-3 Monitoring Document focuses on how people feel the treatment (as defined) they receive from the District meets their needs and expectations. The past year was distinguished by new District-level communications and increased coordination of District/school communications across a variety of topics (health and safety, assessments, attendance policy, etc.) to provide timely and consistent information to members of our learning community.

The following Operating Expectations have been monitored and reviewed to foster an organizational culture that serves all constituents and builds positive relationships that promote improved outcomes for students:

- Maintain a District culture that encourages the involvement of all stakeholders and staff, treating them with respect, dignity, courtesy, empathy, and consideration;
- Protect confidential information; and
- Resolve complaints effectively

Summary of Compliance Status:

Of the measures in OE 3 from actions in 2023-24, all are compliant. The only noted exception pertains to litigation from 2021-22 that was resolved favorably for the District in August 2024. The overall results demonstrate that the District's culture is working to build trusting relationships and engage with constituents in ways that promote improved student outcomes. The results also indicate the District provides effective processes for handling complaints and protecting confidential information.

Areas of Focus for Continuous Improvement:

Improving the timeliness of communications and how the District addresses emerging issues with families, students and staff are areas of focus for improvement. The following strategies will address this work:

- Offer additional means for two-way communication by using the new District website, powered by Finalsite, which will provide next generation functionality and features;
- Increase internal communication with staff through a bi-weekly staff newsletter and enhanced website content and resources;
- Include questions about the District's treatment of constituents in Linkages and other community engagement opportunities; and
- Increase opportunities for student voice and feedback about District communications, decisions, and operations.

The District also recommends combining OE-3.3 regarding satisfaction with District communications with OE-7.

Disposition of the Board: *With respect to Operational Expectation 3 (Character and Citizenship), the Board:*

- ☒ **Accepts the report as fully compliant**
☐ **Accepts the report as compliant with noted exceptions**
☐ **Finds the report to be noncompliant**

Summary statement/motion of the Board:

Edit OE 3 report terms to eliminate use of the terms “stakeholders” and “constituents” and identify District families and caregivers, students and staff throughout the document. Accept the District recommendation to eliminate OE 3.3 to focus this Monitoring Document on District culture, rather than communications with District families, students and staff. The Board will address further revisions to OE 3 - and the companion OE 7 (Communicating with Village Residents and Public Audiences) - in a Board workshop to be scheduled.

Signed: Emily Berry, Board President **Date:** September 24, 2024

OE-3: Treatment of District Constituents

The Superintendent shall maintain a District culture that encourages the involvement of all stakeholders and staff, treating them with respect, dignity and courtesy. Oversight of the District will address constituents with empathy and sincere consideration.

Superintendent Interpretation:

- **Constituents** shall mean all persons who have a direct relationship with the District, such as parents, guardians, students and staff.
- **Staff** shall mean all persons who are employed in any capacity by the District.
- **A District culture** shall mean a manner of behaving and operating respectfully, with dignity and courtesy as evidenced by actions, protocols, practices, and procedures outlined in Board and District policies.

Board Comments:

OE-3.1	<u>Superintendent</u>	<u>Board</u>
Protect confidential information.	Compliant	Compliant
	Compliant with Exceptions	Compliant with Exceptions
	Not Compliant	Not Compliant

Superintendent Interpretation:

- **Protect** shall mean processes and procedures to receive, disseminate, process, or store official records in the District, so that third parties are not able to determine the confidential identity of others.
- **Confidential** shall mean a category of information that is not made public (except as provided for by law) and is only communicated to authorized personnel (who require the information for legitimate professional purposes).

Board Indicator 1:	<u>Superintendent</u>	<u>Board</u>
There is no unauthorized release of confidential information in the District as evidenced by the lack of complaints resulting from such release.	Compliant Not Compliant	Compliant Not Compliant
<p>Evidence: The school district handles a wide variety of confidential student and staff data and is charged with protecting this data. Given this complexity and the importance of this protection, District policy guides this topic. Policy 8350 - Confidentiality - outlines the key areas needed for compliance in this area. The District has systems in place regarding collection, storage, and release of this confidential data (e.g. medical records, specific student data/records, Family & Medical Leave information). These systems work effectively.</p> <p>In 2023-2024, there was no unauthorized release of confidential information and, therefore, no complaints on this matter.</p>		

Board Indicator 2:	<u>Superintendent</u>	<u>Board</u>
There is no favorable (Claimant wins over district) grievance or legal action taken against the District for unauthorized release of confidential information.	Compliant Not Compliant	Compliant Not Compliant
Evidence: There was no release of confidential information and, therefore, no legal action in 2023-2024.		

Board Comments:

OE-3.2 Effectively handle complaints.	<u>Superintendent</u>	<u>Board</u>
	Compliant	Compliant
	Compliant with Exceptions	Compliant with Exceptions
	Not Compliant	Not Compliant

Superintendent Interpretation:

- **Effectively handle** shall mean to abide by established procedures to address concerns as necessary and resolve such concerns with a defined course of action per District Policy 9130 - Public Requests, Suggestions, or Complaints

- **Complaint** shall mean a concern for discrimination and/or harassment received by administration.

Board Indicator 1: Complaints not involving students are resolved without legal action or by the District being declared the prevailing party when formal hearings or litigation results.	<u>Superintendent</u> Compliant Not Compliant	<u>Board</u> Compliant Not Compliant
<p>Evidence: One complaint, initiated in the 2021-2022 school year, did not reach resolution during the reporting period, but was resolved in the District's favor in August 2024.</p> <p>As part of OE 3.2, the school district provides numerous avenues for registering and resolving complaints. District Policy 9130 - Public Requests, Suggestions, or Complaints outlines steps to be taken in addressing complaints and suggestions related to all facets of the District's operations, as well as student programs and services.</p>		

Board Indicator 2: Complaints received from parents or guardians involving schools (including students) are handled by the Student Services Office, per the requirements of the Department of Public Instruction's Pupil Nondiscrimination and Education Equity report, which takes into account the nature of the complaint and is documented in the Office of Civil Rights Non-Discrimination Report.	<u>Superintendent</u> Compliant Not Compliant	<u>Board</u> Compliant Not Compliant
<p>Evidence: Any formal complaints received were handled by the Students Services Office, per the requirements of the Department of Public Instruction's Pupil Nondiscrimination and Education Equity report. The complaints were documented and filed as needed/required in the Office of Civil Rights Non-Discrimination Report.</p> <p>Reporting on adult employee interactions with students is covered in OE 4.</p>		

Board Comments:

OE - 3.3 Maintain a District culture that: A. values differences of opinion, experience and perspective; B. reasonably includes people in decisions that affect them; C. provides open and honest communication in written and interpersonal interaction; D. focuses on common achievement of the	<u>Superintendent</u> Compliant Compliant with Exceptions Not Compliant	<u>Board</u> Compliant Compliant with Exceptions Not Compliant
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<p>Student Results policies;</p> <p>E. is open, collaborative, responsive and welcoming;</p> <p>F. commits to identity, ability and cultural equity.</p>		
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Superintendent Interpretation:

- **“Values individual differences”** shall mean that constituents in the District can express their thoughts and ideas, whether aligned with/or contrary to a given direction adopted by District leadership.
- **“Reasonably includes”** shall mean constituents have ample opportunity to provide feedback and share different points of views when decisions allow for such input. Since the District budget and major initiatives are driven by the annual District Action Plan, its development will reflect opportunities for input from teachers, parents, administrators, and the community for each year.
- **“Open and honest communication”** shall mean having the opportunity to freely express oneself about the progress toward or achievement of District goals.
- **“Interpersonal interaction”** shall mean the exchange of information, feelings and meaning, both verbal and nonverbal messages.
- **“Open, responsive and welcoming”** shall mean an environment where people with varying viewpoints can express their thoughts and opinions openly without fear of ridicule or other negative repercussions.
- **“Commits to identity, ability and cultural equity”** shall mean people are provided with resources as they need them regardless of their differences.

Board Indicator 1:	<u>Superintendent</u>	<u>Board</u>
The District provides at least five (5) mediums for feedback and input from constituents.	Compliant Not Compliant	Compliant Not Compliant
<p>Evidence: It is key to provide a wide variety of sources to both disseminate information and to attain feedback. The Superintendent’s Entry Plan, 100 Day Report and the resulting District commitment to increase communications and community engagement were notable 2023-2024 projects that expanded information sharing, feedback and fresh input. Examples include the <i>Let’s Talk About</i> discussion series that covered curriculum, instructional technology and budget topics, increased community participation on the Instructional Calendar Committee, a Superintendent’s communication in the quarterly Recreation and Community Services Program Guide, creation of both a District and staff newsletter, and publication of a 2023-2024 Annual Report. These five (5) key mediums for District feedback support ongoing, two-way communications with families/caregivers, students and staff::</p> <p>Emails:</p> <ul style="list-style-type: none"> ● All electronic communications from the District or from schools to parents/caregivers through Infinite Campus include instructions for submitting questions and feedback to the Superintendent, administrators and/or school principals or include contact information at the bottom of the 		

communication;

- The District responded by email to 43 questions submitted (from families/staff) through the various portals on our website during the 2023-2024 school year and our goal is to provide a response within 48 hours

Phone Calls:

- The Superintendent, District administrators, building principals, faculty and staff regularly respond to phone calls from District families and residents.
- The District aims to return phone calls within 48 hours - this is important as conversations with administrators/teachers is one of the top three communications preferences for families (50.4%).
- To reduce constituents' need to use voicemail, the District phone system transfers calls to a District office before connecting with voicemail if an initial call goes unanswered.

Surveys:

- The annual School Perceptions Survey (Parents/Community Members, students and staff) has been conducted annually since 2017.
- Introduction of the mySAEBERS survey for students in grades 2-12; and
- Surveys following *Let's Talk About* sessions and other community engagement events.

Meetings and Events (virtual and in-person):

- In addition to participating in Board Linkage sessions with a variety of constituent groups, District leaders attended meetings and events that engage constituents throughout the year, including:
 - Regular meetings with the Shorewood Education Association and Shorewood Support Staff Association;
 - Building-level leadership team meetings, other staff meetings and training sessions;
 - Meetings with SEED and other District support groups; and
 - Orientation/open house events for school learning communities and other school events. In total, there were 14 [Linkage discussions](#) in the 2023-2024 school year.

Website and Social Media:

- The "Submit a Question/Concern" portal has remained prominent on the District website; 38 questions were submitted through the portal during the 2023-2024 school year;

Feedback is provided by families/community members via the District's social media messenger systems; 18 questions via Facebook were sent to the District in the 2023-2024 school year; the District responds to all questions submitted within 48 hours and, where appropriate, in the posts' comments sections;

Board Meetings: There were 16 public comments made at Board meetings during the 2023-2024 school year.

Board Indicator 2:

At least 70% of constituents believe that the District and schools communicate effectively.

Superintendent

Compliant

Not Compliant

Board

Compliant

Not Compliant

Evidence: This year's School Perceptions survey results improved broadly, with constituents replying more favorably to survey questions directed at District communications:

- 75.1% of families are satisfied with the communications coming from the schools

To improve communications in the 2024-2025 school year, the District will concentrate efforts on sending the majority of information through the following top three preferred communications channels:

- 1) Email (87.7%) - staff/administration will strive to respond to every email within 48 business hours;
- 2) Auto Phone calls/texts (50.4%); and
- 3) Conversations with teachers/administrators (47%) - the District will strive to return phone calls within 48 hours & schedule in person meetings when necessary. Conferences will continue to be strongly promoted and held twice per year at each school (with in-person and virtual options at all grade levels);

The District will also focus on internal communications, including a new District staff newsletter, staff emails and school and classroom visits.

Board Indicator 3:	<u>Superintendent</u>	<u>Board</u>
At least 70% of constituents believe their interactions with District/school personnel have been positive and they feel comfortable visiting District facilities.	Compliant Not Compliant	Compliant Not Compliant
<p>Evidence: The School Perceptions survey shows that, largely, our families believe their interactions with District staff have been positive and they feel welcome and comfortable when visiting the different facilities in our District. This is a point of pride for the school district.</p> <ul style="list-style-type: none"> ● 92% of families "Agreed" or "Strongly Agreed" with the following statement: "School staff treat everyone with dignity and respect." (up from 87% the previous year) ● 89.2% of families "Agreed" or "Strongly Agreed" with the following statement: "I have at least one school staff member I feel comfortable contacting when I have an idea or concern." (Up from 83% the previous year) ● 89.2% of families "Agreed" or "Strongly Agreed" with the following statement: "I feel welcomed at my child's school." (up from 88% the previous year) 		

Board Indicator 4:	<u>Superintendent</u>	<u>Board</u>
The District website includes accessibility features to increase access for all stakeholders.	Compliant Not Compliant	Compliant Not Compliant

Evidence: The Shorewood School District website has embedded accessibility features:

- Visual Web Accessibility: Our website is designed to be easily readable with clear headings, distinguishable links, resizable text, and high contrast color combinations for visitors with reduced vision. For blind users, website controls and images are coded to allow screen readers and other assistive technology to easily navigate and dictate the visual elements of the site.
- Motor Web Accessibility: Behind the scenes of our website is code that allows visitors with motor disabilities to navigate the website, skim through pages, and fill out forms by keyboard alone or through other assistive technology. Users can interact with content without time limits or unpredictable navigation.
- Auditory Web Accessibility: Visitors to our website with auditory disabilities can still enjoy videos, as closed captions and transcripts are automatically generated for videos uploaded to Edlio websites. The video player controls also allow for pausing and adjusting volume easily.
- Cognitive Web Accessibility: Navigation is clear, visual effects are not distracting, and video and audio are easily controlled. Plus, built-in tools for creating pages, news items, and calendar entries allow webmasters to produce content that is well structured for all visitors. Every District video or photo that is posted to the website has captions that accompany the content. This is required or the video/photo is not postable.
- Multilingual Website Accessibility: The District has over 40 languages spoken across all schools. The website has a google language translation application that can translate the entire website into 108 different languages. Any important attachments that are not automatically translated by this feature are translated manually by Multilingual Learner Coordinator Roxanne Tibbits and her team of translators.

Maria Campbell, Communications Specialist, is currently working with Finalsite to migrate our website from Edlio to a more updated and user-friendly web hosting platform. This project is on track to be completed by early November.