



Implement systematic culture and climate strategies

*Tommy Usher
Deputy Superintendent, Academics*

One District. One Goal. Every Child.

A COMMUNITY OF BELIEVERS GETTING BACK TO BASICS

Our Strength is Our Team

Atlanta's students will have effective and engaged teachers, leaders, and staff.

- Increase concentration of highly-effective teachers and leaders
- Prioritize engagement and retention for staff
- Grow and promote strong teachers, leaders, and staff

Our Responsibility Is Shared

Atlanta's students will have supportive families, communities, and partners.

- Build meaningful partnerships
- Expand Atlanta Partners for Education (APFE) impact
- Increase access and engagement for families and communities

Our System Is Efficient & Effective

Atlanta's students will have the schools and resources they need to succeed.

- Maximize facility usage for the student and community good
- Leverage data to drive strategic financial investments
- Implement sustainability initiatives

We Are Strengthening Our Instructional Core

Atlanta's students will have high-quality instruction, materials, and targeted support.

- Implement high-quality, relevant, and engaging instructional materials and professional learning in all core content areas
- Target resources towards subgroups (eg. exceptional education, English learners, economically-disadvantaged)
- Accelerate early learning

We Are Caring For Every Child

Atlanta's students will have trusted, supportive adults meeting their unique needs.

- Expand strategies that reduce chronic absenteeism and disproportionate discipline
- Implement systematic culture and climate strategies
- Increase student access to trusted and reliable adults (eg. mentors, coaches, counselors)

We Are Sparking Student Curiosity

Atlanta's students will have access to explore and expand their passions and interests.

- Promote robust arts, athletics, world language, and enrichment offerings
- Expand access to high-interest and workforce-ready offerings (e.g. career programs and pathways, advanced coursework)
- Explore specialized and innovative school models (eg. School of the Arts)



Focus Area: We Are Caring For Every Child

Objective: Implement systematic culture and climate strategies

Key Performance Indicators

Actual (2025)

Target (2026)

Target (2030)

20.2% **School Climate**
% of schools with 4 or 5 star climate rating*

29.3%

50%

43.6% **Student-Staff Relationships**
% of students feeling comfortable going to most or all of the adults in the school for help*

47.9%

65%

60% **Sense of Belonging**
% students who feel a sense of belonging**

63%

75%

* Includes most Charter and Partner Schools

** Includes some Charter and Partner Schools (participation optional)



SY2023-2024 Climate Star Rating

Components

Attendance

For students: the percentage of students absent less than 10% of enrolled days. For teachers, staff, and admin: total leave days divided by total attendance days.

Discipline

Disciplinary actions are weighted and given a point value. The final score is an inverse of weighted suspension rate and total enrollment: higher scores = fewer disciplinary actions.

Safe & Substance Free

Recorded incidents are divided into groups, and calculated with responses to student surveys (only Middle and High schools use survey responses)

Climate Perception

Survey responses are coded and averaged by group (students, parents, and personnel). A 75% participation rate is required for students and personnel responses to be included.

Climate Star Rating is a multi-component measure of attendance, discipline, and climate survey responses. In SY2024-2025, the Georgia Student Health Survey was replaced by the Georgia School Climate Survey, and the Climate Star Rating calculation will be updated as well. The SY2024-2025 ratings and calculation guide have not yet been released.

System	% 4 or 5 Stars
State	59.3%
Atlanta Public Schools	20.2%
DeKalb County	37.5%
Douglas County	17.7%
Gwinnett County	88.4%
Cobb County	67.6%
Fulton County	72.8%
Clayton County	65.7%
Marietta City	45.5%



Focus Area: We Are Caring For Every Child

Objective: Implement systematic culture and climate strategies

Strategies

1

Build leader capacity to shape positive school culture and climate

2

Create a safe and welcoming environment for all

3

Increase opportunities for students to feel heard and valued



Strategy 1: Build leader capacity to shape positive school culture and climate



1

Build leader capacity to shape positive school culture and climate

Current Actions

1

Coaching & Mentoring

Provide leadership coaching and mentorship, grounded in data

2

Systems & Routines

Work with principals to develop and monitor systems and routines for adults and students

3

Bright Spots

Share best practices during cluster-level principal meetings

4

Cluster Support

Provide a systematic approach to leverage cluster support teams in implementing cluster support plans

5

Data-Driven Decision Making

Promote data-driven decision making through surveys, feedback, and analysis



1

Build leader capacity to shape positive school culture and climate

Next Steps

	Expected Completion
Align and leverage the specific roles and responsibilities of the student support team directly with cluster-wide and school specific needs and priorities.	Ongoing
Continue professional development (Restorative Practices and De Escalation Techniques) and leadership coaching.	Ongoing



**Strategy 2:
Create a safe and welcoming environment for all**



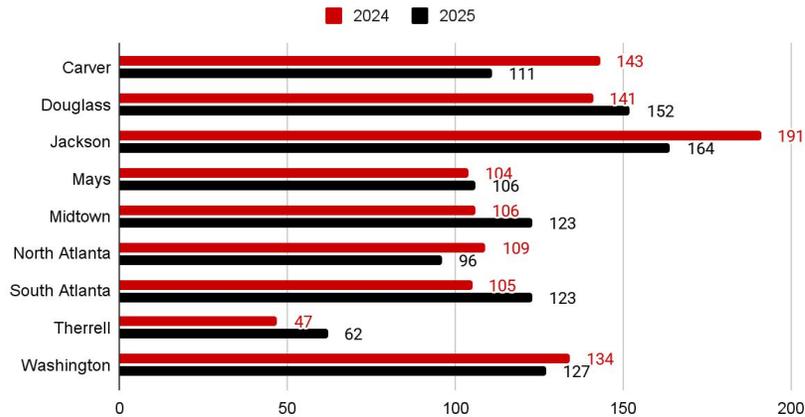
2

Create a safe and welcoming environment for all

Current State

Decline in calls for service across 4 of the 9 clusters.

Calls (August/September 2024 to 2025)



Down
52%
Overall

Reduction in arrests in Carver, Douglass, Jackson, Mays, North Atlanta, and South Atlanta. Consistent data for Midtown, Therrell and Washington.

Actions

Safe

- SRO Training on Special Education
- Elementary SRO's*
- Security Vestibules/Raptor
- Talk it Out
- Cell Phone Use/Access
- Suicide Prevention Support*
- Safety Team & Safety Plan
- Centegix
- Securly
- Say Something Anonymous Reporting
- MOUs with APD/AFRD
- AED Implementation & Training
- Deployment of K9s
- Drone Pilots for Large Outdoor Activities
- Coordination with APD on Gang ID and Deterrence
- District-wide Safety Assessment
- Tourniquets and Narcan

* Recommendations from Safety & Security Task Force



2

Create a safe and welcoming environment for all

SY2024-2025

Georgia School Climate Survey

% of respondents choosing a positive response to the question.

Current State

SY2024-2025 Family Engagement Survey

Warm and Welcoming Environments

% of respondents choosing 'Somewhat Agree' or 'Strongly Agree'

87.5% I feel welcome at my child's school.

87.5% My child's school is a safe place to learn.

86.4% My child feels a sense of belonging in the school community.

84.9% I would recommend this school to family and friends with children.

87.9% My child's school respects students of different backgrounds, including race, language, ethnicity, and religion.

Students

How many adults do you feel comfortable going to for help? **46.5%**

How many adults show respect toward students? **64.4%**

How many adults show they care about students? **65.5%**

Teachers/Staff

How safe do you feel? **73.8%**

How available are school leaders during work hours when you have an immediate need? **72.0%**

How supportive are school leaders of staff members? **73.1%**

How well do school leaders follow through on addressing staff concerns? **67.4%**

Families

If you had a school concern, How comfortable would you feel going to your child's teacher? **81.6%**

If you had a school concern, How comfortable would you feel going to school leaders? **77.2%**

How fast does your child's school respond to your phone calls or emails? **78.2%**

How confident are you that your child's school is a safe place? **74.1%**

How respected do you feel when involved with your child's school? **82.8%**

How welcome does school staff make you feel when you enter the school building? **84.4%**

How positive have your interactions with staff been? **84.7%**



2

Create a safe and welcoming environment for all

Current Actions

Welcoming

- Culture of Customer Service Excellence On-Demand Course (Including additional leadership module)
- In-person, Customizable Training Experience to Address Specific Opportunities
- Implement Customer Service training as part of onboarding



About the Program

This professional learning experience is designed to strengthen the customer service culture across all departments and schools within Atlanta Public Schools. Our program curriculum is grounded in the understanding that exceptional service creates the conditions for strong partnerships, operational efficiency, and trust – all critical drivers that ultimately support student success.

- Deliver positive and impactful customer interactions
- Navigate challenges with professionalism
- Strengthen communication across diverse settings

School leaders, department heads, and district teams are invited to book this training as part of their commitment to fostering a culture of excellence and service throughout APS.

Delivery & Design

Part 1: Foundations of Exceptional Customer Service

- Duration: 90 minutes | eLearning (Frontline)
- Covers core principles and techniques for delivering exceptional customer service across APS in keeping with our established standards.

Part 2: Applied Customer Service Scenarios

- Duration: 90 minutes | In-person (In-person Meeting required)
- A research-based role play and scenario-planning session tailored to your school or department's specific customer interactions. This session allows participants to practice nuanced strategies and address context-specific challenges.
- Click [here](#) to schedule an intake meeting

Learning Objectives:

- Recognize the Importance of Exceptional Customer Service**
 - Understand how outstanding service contributes to student achievement, family engagement, and district-wide success.
 - Identify the organizational and reputational risks associated with poor customer service.
- Understand the Role of Every APS Employee in Customer Service**
 - Acknowledge that all staff, whether in schools, central offices, or support departments, shape the customer experience.
 - Foster a district-wide commitment to consistent, high-quality service for students, families, colleagues, and community members.
- Identify and Meet Customer Needs**
 - Analyze the core expectations of APS customers, including the need to feel welcomed, heard, valued, and informed.
 - Develop strategies to create a positive and responsive service culture within schools and departments.
- Manage Challenging Interactions Effectively**
 - Apply techniques to de-escalate conflicts, address complaints, and resolve issues with professionalism and empathy.
 - Maintain composure and deliver solutions that reinforce trust and satisfaction.
- Enhance Communication via Phone and Email**
 - Implement best practices for clear, courteous, and timely communication across various channels.
 - Ensure all interactions reflect APS's commitment to service excellence.
- Set and Achieve Customer Service Goals**
 - Develop actionable objectives for improving service delivery within schools or departments.
 - Create effective metrics to measure, evaluate, and sustain high standards of service across the district.

Next Steps

Expected Completion

Build community with our newly implemented Elementary School Resource Officers	Ongoing
Build capacity of school leaders and staff to deepen welcoming practices	Ongoing
Build on recommendations from Safety & Security Task Force and Safe Havens International	Ongoing
Implement signal boosters for police radios for signal improvement	Ongoing



**Strategy 3:
Increase opportunities for students to feel heard and
valued**



3

Increase opportunities for students to feel heard and valued

Current Actions

- Maintaining and prioritizing the work of and engagement with the **Student Advisory Council (SAC)**. For SY25-26 a delegate from Phoenix Academy was added.
- **Review and respond to student responses on the Georgia Student Health Survey**
- Leveraging the **Student Government Associations (SGA)** and **Student Advisory groups** as thought partners to support school culture.
- Creation of the **Middle School Leadership Alliance (MSLA)**.
- **Clubs, teams, and activities** created based on student interest.
- Increase students serving on **GO Teams**.
- **Community Building** opportunities for educators to create inclusive discussion structures.
- **Opportunities** for students to activate their voices (check-in, actively listen, feel affirmed, and contribute to decisions-making)



3

Increase opportunities for students to feel heard and valued

Next Steps

	Expected Completion
Leverage ongoing feedback through surveys and focus groups to increase belonging	TBD
Track and report the status of the SY25-26 SAC Recommendations	May 2026
Upon approval, student representative(s) from SAC will participate in the ABOE Work Sessions and Policy Committee Meetings	January 2026
Continue with the Student Bill of Rights (SBR) pilot with intended SY26-27 district-wide adoption	April 2026
Increase student interactions with trusted and reliable adults	Ongoing



Thank You!



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