

Our Path to First Choice No.9
2018/19

Everyone,

The middle of October is here. Leaves are not changing too quickly, but school is school is in full gear. Enjoy the rest of your week.

Our Path Topic

To move our strategic plan forward, our Action Teams are beginning to work toward achieving their objective. Although they are struggling some to get volunteers from different stakeholder groups, progress is being made.

One area that is moving forward is communication. The Communication Team has been meeting, and has accomplished a great deal. They have completed a communication inventory, internal and external surveys, and established some scripts. Please remember, community members and parents have been part of this process, and not just district employees.

The scripts include recommendations for responses to phone calls for secretaries, school nurses and nurse assistants, teachers and other staff members, and school messenger notifications. These scripts are as a result of much study of the surveys and other factors the Communication Team has used to assess WASD's communication practices. Even this year's OPFC Updates have been modified to reflect the results of the surveys.

Attached to this email you will find the phone scripts. As a WASD Team Member, please read these over, and use appropriately when responding to parents and others on the phone.

Next week, we will look at another Action Team's progress in achieving our strategic objectives.

Board Information and Policy Updates

- Attached are: **808—Food Services and 819—Suicide Awareness.**
- The Board's next meeting is October 9th at 7 PM in the Clayton Avenue Board Room.

Piece of the Puzzle

Mowrey had a recent Fourth Grade field trip to the Franklin County Fall Farm Fest. One of the fourth graders accidentally left his lunch on Cookie's bus. When the lunch was found she began to head back to Mowrey to deliver it to the student. Unfortunately, Miss Cookie hit traffic and the fourth grader was not able to wait any longer without missing Farm Fest activities. Although the student had an alternate lunch, Miss Cookie, Brandy, and Stacey (all employees of Heck Myers) continued to communicate over the radio and then via text message after their arrival. These three ladies went above and beyond to ensure our student got his personal lunch in time. According to our fourth grade teachers these ladies were wonderful drivers and very kind toward all our Mustang students. Join me in congratulating Cookie, Brandy, and Stacey as this week's Pieces of the Puzzle.

Technology Advisory for 2018/19

Below is the list of members for this year's Technology Advisory.

- Clayton - Danielle McFerren
- Hooverville - Jessica Eaton
- Fairview - Katie Newhard
- Summitview - Shannon Dennison

- Mowrey - Sharon McIlquham
- Middle School - Donna Wynkoop
- High School - Brian Fisher
- Administration - Emily Goodine

October Business Office's "Budget & Sense" article.

These monthly articles are in response to staff surveys that have shown our team members want to know more about our budgeting and finance processes. This month's article is attached.

Beginning of the School Year Survey

We had 231 responses to this survey. The responses were well-distributed throughout the different buildings and among all staff.

Three out of four people felt they had all the materials they needed to start the year. One of the issues we find with having materials ready has to do with the approval of the District's budget. By law, a PA school has to have a budget approved by June 30th. The budget can start to be used on July 1st. If you start earlier, the money is coming out of the previous school year's budget. Therefore, ordering on July 1st can almost guarantee something will be late; particularly, if a product is in high demand. Nevertheless, we hope to try to have our budget approved sooner, and acquire permission from the Board to order earlier, so items can arrive possibly sooner. However, we are quite often at the mercy of the supply company.

Over 90% of the respondents felt leadership was responsive to their needs. Computer and desk concerns were part of the recognized needs. More than 97% of the respondents believed that there was enough information provided for the first days of school. The paper shortage this year was certainly an issue. Although there were several concerns respondents had about the first days of school, the most common issue heard was about the humidity and temperatures in the buildings. In response to those concerns, the Board was asked to lower the temperature set points for the fall and spring by one degree. If you recall, the Board raised the heat set points by one degree last winter. Each set point costs \$6,000 per year; thus, resulting in a total of \$12,000 in heating and cooling costs per year the past nine months. There are mechanical design issues that complicate improving some areas of various buildings. The District will continue to work at the environmental issues, but, please know, that these are not easy and inexpensive fixes. The Board's Facility Committee discussed the air quality issues for some time during its last meeting on Tuesday, October 2nd.

Review for You

Why has WASD been issuing surveys over the last two years?

Events

- WASHS Homecoming game and dance will be this weekend. Friday the 12th is the game between WASHS and Greencastle. Saturday the 13th the homecoming dance will be held.
- October 13th is an early dismissal day.

Review Answer

Part of ongoing improvement, or Performance Excellence, is trying to find ways to research, assess and evaluate how the organization is doing. Surveys are one way to research and assess. Acquiring the voice of stakeholders is key. Although not every concern can be addressed, organizations must look at common themes and issues that are facing the stakeholders. When an organization is addressing the major issues, performance improves. WASD has a long way to go, but it has started to listen more to its stakeholders.

Final Thoughts

- *Surveys show that surveys never lie.*—Natalie Angier
- *Research is formalized curiosity. It is poking and prying with a purpose.*—Zora Neale Hurston
- *Research is to see what everybody else has seen, and to think what nobody else has thought.*—Albert Szent-Gyorgyi
- *People have said I belong in a rubber room because I look for wrecks, and when I find them, I just do a survey. I don't look for treasure or artifacts.*—Clive Cussier
- *At Warby Parker, we use the survey platform Culture Amp to take employee engagement surveys that help us become ultra-responsive to the needs of our teams.*—Neil Blumenthal
- *Everyone takes surveys. Whoever makes a statement about human behavior has engaged in a survey of some sort.*—Andrew Greeley
- *A Health Affairs study comparing patient-satisfaction scores with HCAHPS surveys of almost 100,000 nurses showed that a better nurse work environment was associated with higher scores on every patient-satisfaction survey question.*—Alexandra Robbins
- *The USA Today has come out with a new survey-apparently, three out of every four people make up 75% of the population.*—David Letterman

Have a great rest of the week!

Tod