

**PRIORITY
3**

**QUALITY SERVICE & IMPACTFUL
COMMUNITY ENGAGEMENT**

October 17, 2022 | Report to the G-PISD Board of Trustees



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Priority 3 Report

October 17, 2022

PRIORITY
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QUALITY SERVICE & IMPACTFUL
COMMUNITY ENGAGEMENT

- ▶ Balanced Scorecard (BSC), Goals 3.1 - 3.3
 - ▶ Key Strategic Actions
 - ▶ Outputs / Progress Measures
 - ▶ Measuring Progress
- ▶ Next Steps
- ▶ Happening Now - Communications & Engagement
- ▶ District Engagement Surveys
 - ▶ 2022-23 Timeline



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Balanced Scorecard (BSC)

Approved by the School Board in February 2021

QUICK TIP: To view the Balanced Scorecard at any time, visit: g-pisd.org/BSC

2021-2025

Balanced Scorecard (BSC)

MISSION: The mission of G-PISD is to educate, inspire, and empower our students to succeed in life and become the next generation of leaders.

PRIORITY 1

Exceptional Student Performance

- 1.1 Annually increase performance in reading for all students and all student groups
- 1.2 Annually increase performance in math for all students and all student groups
- 1.3 Annually increase performance in college, career and military readiness for all students and all student groups
- 1.4 Annually increase student engagement for all students and all student groups
- 1.5 Annually increase percentage of students who feel safe at school

PRIORITY 2

High Performing and Engaged Workforce

- 2.1 Annually increase the percentage of staff satisfaction
- 2.2 Annually increase the retention rate of highly effective faculty and staff

PRIORITY 3

Quality Service and Impactful Community Engagement

- 3.1 Annually increase the percentage of student satisfaction
- 3.2 Annually increase the percentage of parent/family satisfaction and engagement
- 3.3 Annually increase the percentage of community satisfaction and engagement

PRIORITY 4

Efficient and Effective District and Campus Operations

- 4.1 Annually improve operational processes
- 4.2 Maintain fiscal viability, stewardship, and improve staff knowledge of sustainable budgeting processes
- 4.3 Ensure strategic alignment of resources
- 4.4 Annually improve safety and security

g-pisd.org



[gpsidwildcats](https://www.facebook.com/gpsidwildcats)



[@GPISD1](https://twitter.com/GPISD1)



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Priority 3

GOALS



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PRIORITY 3



QUALITY SERVICE & IMPACTFUL COMMUNITY ENGAGEMENT

3.1 - Annually increase the percentage of STUDENT SATISFACTION.

3.2 - Annually increase the percentage of PARENT / FAMILY SATISFACTION and ENGAGEMENT.

3.3 - Annually increase the percentage of COMMUNITY SATISFACTION and ENGAGEMENT.

Key Strategic Actions, '22-'23



CRITICAL SUCCESS FACTOR	INPUTS/KEY STRATEGIC ACTIONS
3.1 Annually increase the percentage of <u>student</u> satisfaction.	Increase student survey participation, improve "opportunity" performance measures
	Increase student coverage via social media (1/wk)
	Provide for student voice via district podcast
3.2 Annually increase the percentage of <u>parent/family</u> satisfaction and engagement.	Increase family survey participation, improve "opportunity" performance measures
	Increase family coverage via social media (1/mth)
	Provide for parent voice via district podcast
3.3 Annually increase the percentage of <u>community</u> satisfaction and engagement.	Increase community survey participation, improve "opportunity" performance measures
	Provide podcast channel for increased community-wide engagement
	Conduct Bond 2022 Informational Campaign
	Implementation of Board Advocacy Plan
	Provide Customer Service I & II Training



Outputs/Progress Measures



CRITICAL SUCCESS FACTOR	INPUTS/KEY STRATEGIC ACTIONS	OUTPUT/PROGRESS MEASURES
3.1 Annually increase the percentage of <u>student</u> satisfaction.	Increase student survey participation, improve "opportunity" performance measures	Baseline (Y2) to 2022-23 (Y3) data
	Increase student coverage via social media (1/wk)	Monthly Engagement Reports
	Provide for student voice via district podcast	Sessions published, analytics
3.2 Annually increase the percentage of <u>parent/family</u> satisfaction and engagement.	Increase family survey participation, improve "opportunity" performance measures	Baseline (Y2) to 2022-23 (Y3) data
	Increase family coverage via social media (1/mth)	Monthly Engagement Reports
	Provide for parent voice via district podcast	Sessions published, analytics
3.3 Annually increase the percentage of <u>community</u> satisfaction and engagement.	Increase community survey participation, improve "opportunity" performance measures	Baseline (Y2) to 2022-23 (Y3) data
	Provide podcast channel for increased community-wide engagement	Sessions published, analytics
	Conduct Bond 2022 Informational Campaign	Communication Timeline – progress, completion
	Implementation of Board Advocacy Plan	Board Scorecard, Y2 / "G-P Votes" engagement reports
	Provide Customer Service I & II Training	Completed trainings, Fall / Spring



Spring 2023 Targets



CRITICAL SUCCESS FACTOR	INPUTS/KEY STRATEGIC ACTIONS	OUTPUT/PROGRESS MEASURES	SPRING '23 TARGETS
3.1 Annually increase the percentage of <u>student</u> satisfaction.	Increase student survey participation, improve "opportunity" performance measures	Baseline (Y2) to 2022-23 (Y3) data	5% Increase in Respondents, Y2 to Y3 / 4.5+ Average Rating
	Increase student coverage via social media (1/wk)	Engagement Reports	15% increase in district engagement, EOY '22 to '23
	Provide for student voice via district podcast	Sessions published, analytics	Baseline (Y1) analytics for podcast engagement.
3.2 Annually increase the percentage of <u>parent/family</u> satisfaction and engagement.	Increase family survey participation, improve "opportunity" performance measures	Baseline (Y2) to 2022-23 (Y3) data	5% Increase in Respondents, Y2 to Y3 / 4.5+ Average Rating
	Increase family coverage via social media (1/mth)	Engagement Reports	15% increase in district engagement, '22 to '23
	Provide for parent voice via district podcast	Sessions published, analytics	Baseline (Y1) analytics for podcast engagement.
3.3 Annually increase the percentage of <u>community</u> satisfaction and engagement.	Increase community survey participation, improve "opportunity" performance measures	Baseline (Y2) to 2022-23 (Y3) data	10% Increase in Respondents, Y2 to Y3 / 4.5+ Average Rating
	Provide podcast channel for increased community-wide engagement	Sessions published, analytics	Baseline (Y1) analytics for podcast engagement.
	Conduct Bond 2022 Informational Campaign	Communication Timeline – progress, completion	Campaign complete, bond election results / report.
	Implementation of Board Advocacy Plan	Board Scorecard, Y2 / "G-P Votes" engagement reports	Board Scorecard progress.
	Provide Customer Service I & II Training	Completed trainings, Fall / Spring	Feedback, Assessments (Y2).

Next Steps

▶ DEPARTMENT, CAMPUS CASCADED SCORECARDS

- ▶ Completed for 2022-23, actions in progress
- ▶ LAST YEAR - Departments, Campuses focused primarily on P1, P2 (with plans to expand to P3, P4 in future years)
- ▶ THIS YEAR - All campuses and department teams have built and established goals for PRIORITY 3 (and 4) within their scorecards.
- ▶ *Reminder: DIP, CIPs are being compiled to include cascaded scorecard goals / key strategic actions, etc.*

PURPOSE:

Give our stakeholders a VOICE to drive continuous improvement across *THEIR* district, *THEIR* schools.

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Happening Now

► COMMUNICATIONS & ENGAGEMENT DEPARTMENT BSC / SUPPORT INITIATIVES

- Bond 2022 Informational Campaign (3.3) g-pisd.org/bond
- District Special Events / Experiences (3.1 - 3.3)
 - *State of the District - Oct. 5, 2022 (COMPLETED)*
 - *Teacher of the Year - March 22, 2023 (IN PROGRESS)*
- Social Media Expansion, Procedures + Instagram (3.1 - 3.3)
- "CATCast" Recordings begin October '22, release by 11/15 (3.1 - 3.3)
- G-P Education Foundation - Strategic Planning & Development Y2 (3.3)
- Customer Service Trainings I & II - Next Jan. 2023 (2.2 w/HR, 3.1-3.3)
- Campus Communication Representatives Development (3.1 - 3.3)



Department Overview: g-pisd.org/Communications



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Measuring our Progress

ANNUAL SURVEYS

APRIL – JUNE 2023



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ANNUAL ENGAGEMENT SURVEYS

STUDENTS (3rd - 12th Grades)
PARENTS & FAMILIES
COMMUNITY MEMBERS
DISTRICT EMPLOYEES / STAFF

g-pisd.org/districtsurveys

Due by June 1, 2021

Thank you!

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