

# Technology and Performance Working Group

## Establishment and Purpose of the Strategy Work Group

At the request of Board Chair David Jones, Jr., board members Chris Brady and Stephanie Horne agreed to establish and serve on the Technology and Performance Improvement Work Group, with a charge of *identifying the most promising areas in which technology and contemporary performance improvement methodologies can improve student achievement.*

## Members of the Work Group

Board members sought input from both internal and external experts, technology users, students, parents and constituents. Theresa Reno-Weber, Chief of Performance and Technology for the Louisville Metro government, graciously agreed to join the group as facilitator, bringing her experiences in both local government and national government performance improvement activities.

Other committee members:

Michael Raisor, JCPS Chief Operations Officer  
Craig Garrison, JCPS Director of Performance & Technology  
Raghu Seshadri, JCPS Director of Information Technology  
Sharis Lattimore, JCPS Director of Computer Education Support  
Cheul Hwang, JCPS IT  
Josh Franey, JCPS IT  
Dena Dossett, JCPS Director of Planning  
Barbara Dempsey, JCPS Director of Student Assignment  
Joseph Kim, JCPS Operations Intern, Recent JCPS graduate  
Ford Smith, Jefferson County HS School Technology Coordinator (STC)  
Joshua Marsh, Ballard HS School Technology Coordinator (STC)  
Gant Hill, JCPS Parent and local realtor  
Debbie Rose, JCPS Parent  
Eric Satterly, Bellarmine University Director of Technology  
Izaak Prats, DuPont Manual High School/recent JCPS graduate

## **Recommendation 1:**

**Use technology and world class best practice to expand access to JCPS information and services**

### Key Components:

#### -External Facing World Class “311” System

- Create a single point of entry that can handle all inquiries relating to JCPS during the hours, and in the formats, modalities and languages, that support JCPS customers.
- Create a knowledge base system containing standard JCPS information and FAQ’s

#### -Customer Service Training and Protocols

- Develop customer service protocols and conduct customer service training for “front line” employees.

#### -Clear, Transparent Processes and Communication

- Use the new JCPS website& app to provide clear, transparent explanations of JCPS processes
- Create standard internal and external communications protocols.

#### -Standardized Process for Internal Support

- Use one standard way to request services from central office departments

#### -Customer Needs Survey / Customer Feedback

- Conduct a customer needs survey to inform the work of the above recommendations

### Metrics:

Customer Satisfaction

Savings in Dollars, Time, and Frustration

Employee Training and Understanding

Trend and equity data on issues, resolutions, and response time

Customer Usage Analytics

### Recommendation 2:

**Modernize and standardize technology across JCPS to educate all students with 21<sup>st</sup> Century skills and efficient operations**

### Key Components:

#### -Technology Roadmap Tied to Mission and Goals

- Strategic three-year Technology blueprint that defines the technology foundation, vision, leadership and support for JCPS in the use of technology to achieve its academic and operational goals.
- This roadmap will be an easy to read and clearly communicated document for all JCPS stakeholders.

#### -Innovation Mechanism /Partnerships

- Create an innovation mechanism where new technologies will be tested, evaluated, and shared for possible use within JCPS.
- Develop partnerships with resources within the public and private sectors.

**-Technology Infrastructure for Changing the Way We Teach (pedagogy)**

- In order to educate our students with 21<sup>st</sup> century skills and provide a foundation for personalized learning, JCPS needs to have a technology infrastructure which supports adoption of new technologies and removes barriers for students, parents, and staff. This infrastructure must have the flexibility to incorporate and support emerging technologies.
- An Innovation Team made up of a core group of School Technology Coordinators (STCs), Administrators, Classroom Teachers, and Students will be selected to evaluate and provide feedback on these new technologies.

**Metrics:**

Technology Usage and Adoption Data

Teacher Training

Student Performance

ROI through surveys

Cost / Benefit

**Recommendation 3:**

**Use technology and world class best practice to expand access to our public choice system**

**Key Components:**

**-Clear, Transparent Processes and Communication**

- Provide consumer intelligence to make informed choices
  - Predictability Tool
  - Market Basket Analysis
- Create standard internal and external communications protocols
  - Rebrand the “choices” vocabulary
  - Debunk myths and “urban legends”
  - Measure and report on customer participation and success in accessing choice
- Easily Understood Application and Selection Process
  - One-Stop “common app” streamlined application
  - Transparent and well-articulated selection processes

**-Retain and value Louisville’s commitment to diverse, heterogeneous schools – but deliver on it through choice for a far higher percentage of students**

-Customer Service Training and Protocols

- Develop customer service protocols and conduct customer service training for “front line” employees.

-Customer Needs Survey / Customer Feedback

- Conduct a customer needs survey to inform the work of the above recommendations

Metrics

Market Share

Customer Satisfaction

Employee Training and Understanding

Trend and equity data on issues, resolutions, and response time

Customer Usage Analytics