

Strategic Planning & Organizational Excellence Coaching

Anchorage Public School Partnership Journey
with Studer Education



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Director Coach Leader

- Faculty member AASA Superintendent Certification Program
- Experienced District Leader and Elementary and High School Principal
- Consecutive Top Workplace Awards

Presented:

- American Association of School Administrators
- Carnegie Foundation Conference
- What’s Right in Education
- Kentucky School Board Association

Published:

- AASA School Administrator Magazine
- Journal for the Liberal Arts & Sciences



- Director Coach Leader
- Retired Hopkins County Schools Superintendent
- Former Studer Partner



Your Coaching Partner

Studer Education

We work with K-12 education organizations to build evidence-based practices that improve outcomes for students, teachers, employees and leaders.

Expertise

- Continuous Improvement
- Cultural Transformation
- Effective Teaching and Learning
- Leadership Development
- Organizational Excellence
- Strategy and Innovation
- Systems Alignment



Best Firms to Work For
2011-2021
Consulting Magazine

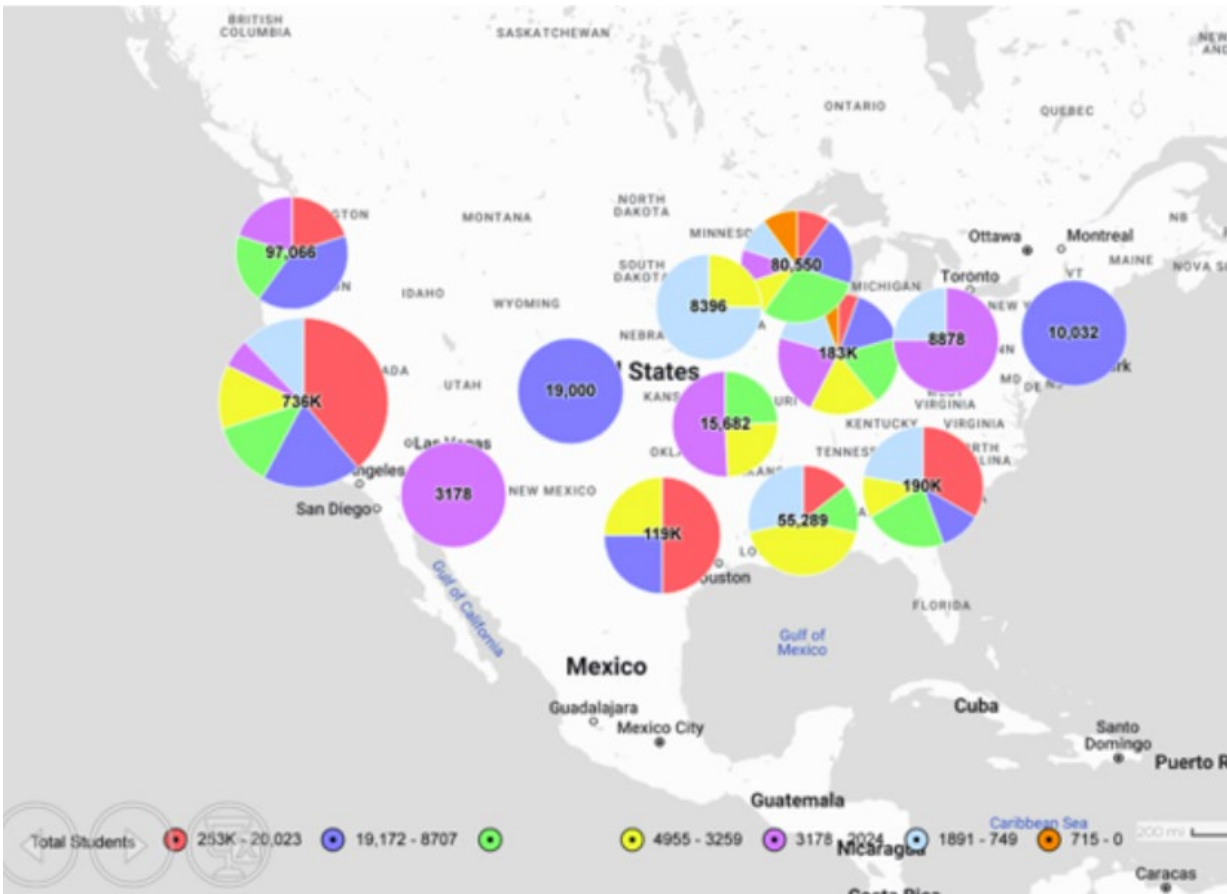


Malcolm Baldrige National Award
Recipient (Studer Group)
2010



Highlights

- Formed in 2008
- **20** experienced education leaders and organizational culture experts (and growing)
- Work with **170+** school district partners, serving over **1.5M** students
- Certified over **3,000** teachers



Kentucky Partners



Studer
Education



ANCHORAGE PUBLIC SCHOOL

The Nine Principles® Framework



PRINCIPLE 1: COMMIT TO EXCELLENCE

Set high expectations to achieve results while living out mission and values.



PRINCIPLE 2: MEASURE THE IMPORTANT THINGS

Continuously track progress to achieve results with an improvement mindset.



PRINCIPLE 3: BUILD A CULTURE AROUND SERVICE

Serve others with great care and concern.



PRINCIPLE 4: DEVELOP LEADERS TO DEVELOP PEOPLE

Coach people to be their best at work.



PRINCIPLE 5: FOCUS ON EMPLOYEE ENGAGEMENT

Attend to aspirations and desires in the workplace.



PRINCIPLE 6: BE ACCOUNTABLE

Commit to individual accountability to achieve organizational goals.



PRINCIPLE 7: ALIGN BEHAVIORS WITH GOALS AND VALUES

Apply consistent practices to move the organization in a positive direction.



PRINCIPLE 8: COMMUNICATE AT ALL LEVELS

People know why what they do matters.

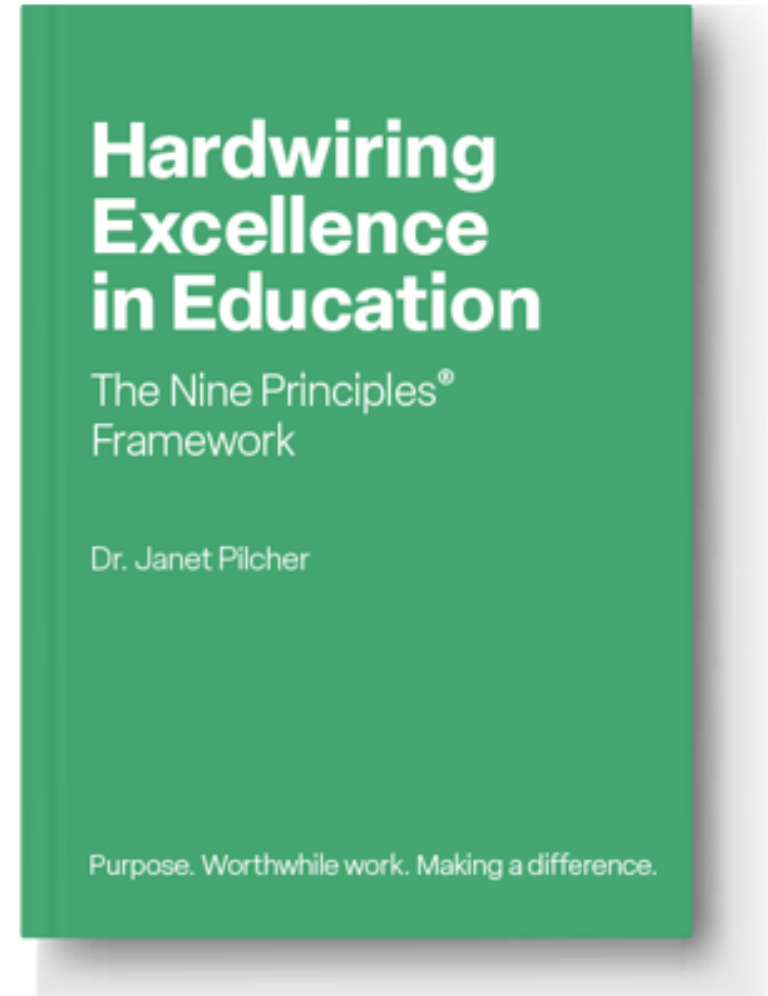


PRINCIPLE 9: RECOGNIZE AND REWARD SUCCESS

Value and appreciate people working together to get results.

What are some of the tactics that lead to aligned behaviors & processes?

- Developing Standards of Practice
- Demonstrating Always Actions
- Providing Authentic Feedback
- Using Service Excellence Surveys
- Conducting Service Rounding

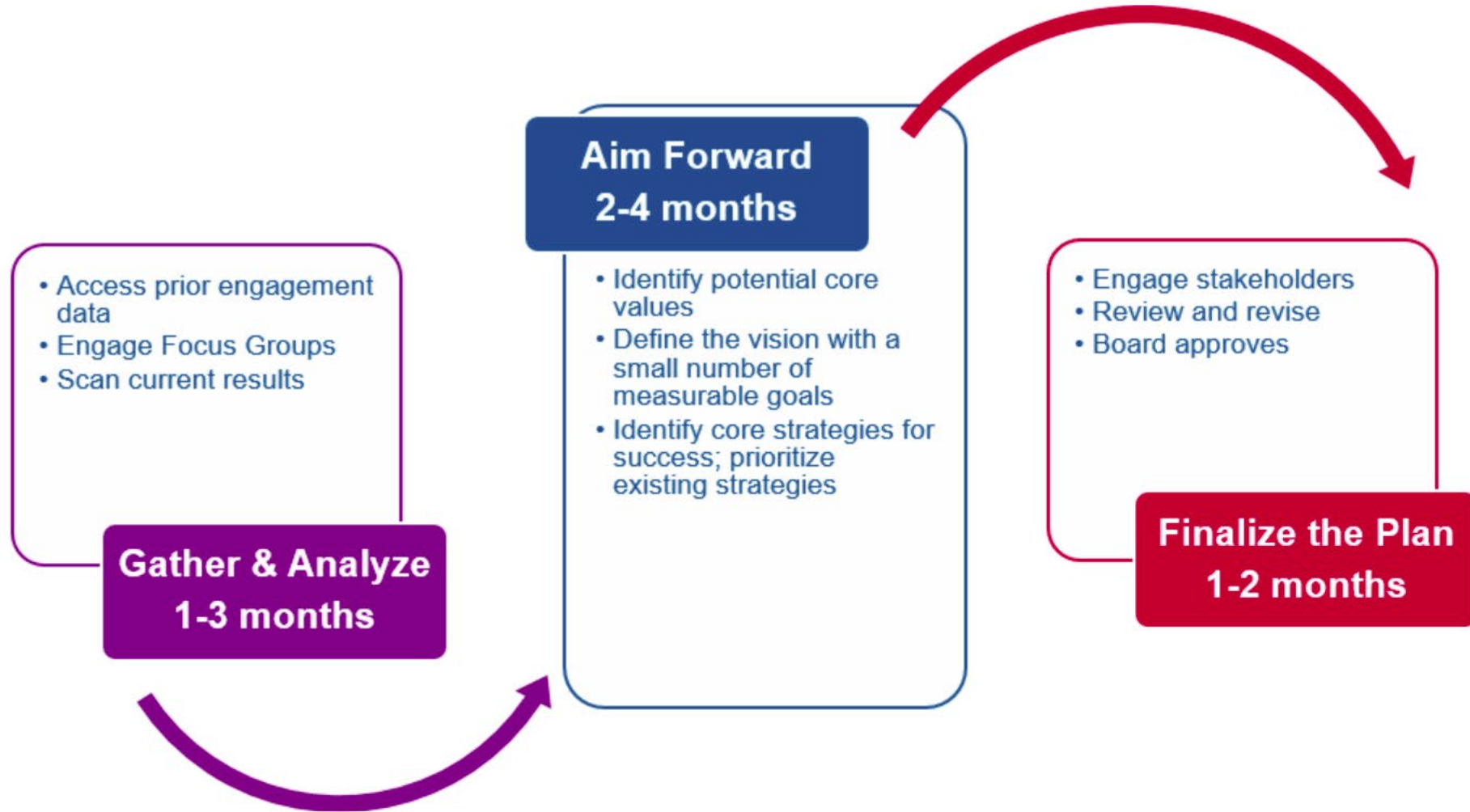


What We Do

- **Develop strategic plans**
- **Provide leadership development training**
- **Coach** to
 - support continuous cultural improvement
 - execute strategic plan
- **Administer surveys** to engage parents, students, staff, and community & gather feedback and community values



The Strategic Planning Process



STUDENTS FIRST. TEAM ALWAYS.

MISSION

To provide an environment that honors our traditions, while cultivating character, pursuing excellence, and delivering comprehensive experiences that prepare students for life.

GUIDING VALUES

As a district, our work and decisions are guided by
Continuous improvement, Innovation, Equitable access, Service

STRATEGIC PILLARS

In alignment with the voices of our students, parents, staff, and community members, the pillars to our success include:

OUR STUDENTS

Every student will have access to defined, holistic pathways from preschool through graduation to enter the world prepared.

OUR TEAM

Every member of our team will remain at our school district feeling empowered, engaged, and prepared to achieve their goals.

OUR CLASSROOMS

We are a premier school district that designs and deploys curriculum and tools driving academic achievement, preparedness for next steps, and well being in life.

OUR COMMUNITY

We actively pursue collaboration with our community and business partners to ensure the vibrancy and future of Meade County.

KEY INITIATIVES 2021-2024

- Expand opportunities within existing pathways available to our students
- Focus on the environment and programming relating to socio-emotional learning
- Expand vertically aligned opportunities below the secondary level
- Expand the advanced placement and dual-enrollment (college-level coursework) opportunities

- Implement systematic leadership development coursework for our staff
- Create a district wide onboarding program for all new employees
- Dedicate time and resources to increase diversity among the workforce, supported by inclusive practices
- Develop a reward and recognition program available to all staff to demonstrate employee value

- Develop consistent expectations for instruction across the district
- Develop and deploy standards of practice aligned to our values for all to adhere to
- Enhance instructional resources to ensure equity and student achievement across the district
- Review digital tools to ensure equity of access across the district

- Partner with local and regional industry entities to prepare a qualified workforce
- Use communication tools to tell the Meade County story to build the brand, strengthen community pride, and recruit staff and students
- Build more relationships with business to promote experiential learning opportunities
- Implement a feedback cadence with community stakeholders

Aligned Strategic Scorecards



District Scorecard				
Student Achievement	Service	People	Finance	Other
Annual Results Measures				
<ul style="list-style-type: none">▪ Outcome▪ Annual Result▪ Effect▪ End in mind		<ul style="list-style-type: none">▪ Summative assessments▪ “Where we’re headed”▪ Locked down once a year		
Progress Monitoring Measures				
<ul style="list-style-type: none">▪ Formative assessments▪ Benchmarks▪ Milestones along the way		<ul style="list-style-type: none">▪ “How are we doing?”▪ Can be changed if they do not seem to tell us what we want to know		
Strategic Actions				
<ul style="list-style-type: none">▪ Method▪ Approach▪ Cause▪ Means		<ul style="list-style-type: none">▪ “How we get there”▪ Must be changed in response to progress monitoring measures		

District Elevates from Good to Great

EMPOWER, ELEVATE, AND EXCEL CHALLENGE

Oldham County Schools (OCS) had great schools and academic success, but they were losing students and staff. They lacked consistency of service across departments and aligned systems and goals.

APPROACH

HOW OCS IMPROVED SERVICE BY 11% IN 2 YEARS

- Developed service-focused standards to outline excellent customer service.
- Implemented District Support Services Feedback Assessment & Results Rollout Process
- Measured Employee Engagement Feedback Assessment & shared via Results Rollout Process
- Trained and developed leaders in service excellence strategies:
 - Culture of Gratitude
 - Cascading Communications
 - Key Words at Key Times
 - Rounding
 - 30/90 Day Conversations
- Cascaded Scorecard Process & Improvement Cycles.



Results

THE IMPACT OF SERVICE EXCELLENCE SOARED FROM 30TH PERCENTILE TO

85th
percentile
District
Ranking

90th
percentile
Superintendent
Ranking

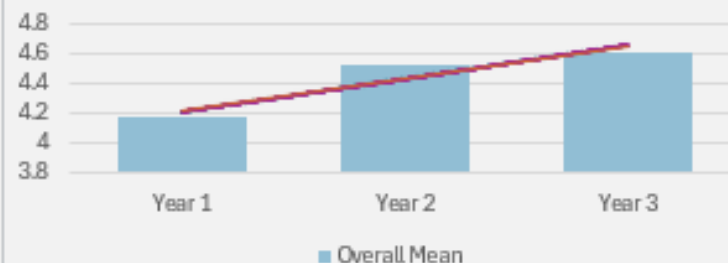


Serves

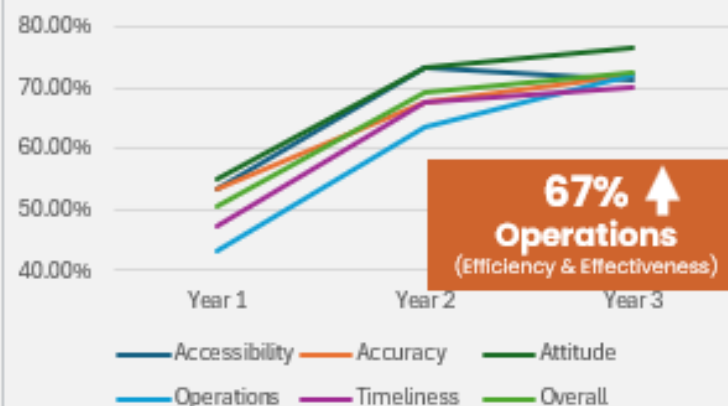
- 12,253 Students
- 20 Schools PreK-12
- 3 High Schools: Top 25 US News and World Report (#4, #8, #25)

District's Measures Key Service Characteristics

Overall Mean



% of "Highly Agree" Key Service Characteristics



Aligned Scorecard to Reduce Expenses in Facilities

ALIGN TO STRATEGIC GOALS AND DISTRICT SCORECARD

CHALLENGE

Publicly labeled as an “Underperforming and High Spending School District” by Milwaukee Magazine.

Serves

- 4,000 Students
- 600 Staff Members
- 6 Schools PreK-12



APPROACH

1

Develop District Scorecard to Align Goals, Values, and Measures.

2

Cascade Scorecard to All Departments with Facility Goals for Finance and Operations.

3

Develop District-wide Standards of Service Excellence.

4

Implement a continuous improvement practice and develop all leaders.

Results

IDENTIFIED EFFICIENCIES AND IMPROVED EFFECTIVENESS IN FACILITIES AND FOOD SERVICES

Workers Comp Costs

Year	Annual Cost (in thousands)
Year 1	\$320,000
Year 5	\$12,970

— Annual Cost (in thousands)

Custodial Cleaning

After 1 Year

3.83
↑
QUALITY
3.65

\$140k

Annual Savings

Snow Removal

\$30-40k

Annual Savings

District Grass Cutting Program

50%

↓

reduction in grounds summer work

\$10k

Annual Savings

School Nutrition Division

\$29k

Annual Benefit

Increased lunch participation at elementary schools by 20 students per school

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Thank
you!

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