



Washington Township increases school district productivity with SFS

Washington Township schools provide a nationally acclaimed educational experience that “honors children and offers unlimited opportunities for their development.” With a longstanding record of student, faculty, and school achievement, North Central High School is considered one of the best in the Midwest. Despite Washington Township’s exceptional mission, the school district struggled to provide their teachers with a tool for evaluation that was not only easy to use, but also comprehensive.

Challenge

The previous product that Washington Township was using was simply not intuitive and the scripting function had limited features. Users were unable to quickly click a performance indicator into the scripting box. Furthermore, they had no ability to move back and forth from an in-progress observation. As a result, teachers were disconnected from the process and evaluators were frustrated. Plus, the central office could not receive the reports that were needed. All of these issues culminated in a state of endless frustration.



Solution

Washington Township began using Standard for Success software in order to gain access to better reporting features, which they found to be much more advanced compared to their previous product. In addition, they witnessed a number of other benefits that improved their entire system overall.

Results

Immediately, Washington Township witnessed an increase in productivity. Evaluators shared that the functionality of SFS made their script-to-score, observation documentation, and finalization process much more efficient. “The function allowing evaluators to re-open in-progress observations is far superior,” said Jon Milleman, Ph.D., Assistant Superintendent. Washington Township found that SFS offered advanced reporting features with the added ability to export to Excel, allowing for customized data reporting. In addition, the feature that allows teachers to comment on observations is much more intuitive than the feature within their former product.

What’s more is that SFS customer service really impressed the users at Washington Township. “Customer service was timely, on point, and sensitive to the actual need of the customer. They definitely think of the customer first,” said Milleman.

Conclusion

“It took some time for people to become familiar with the SFS system,” said Milleman. “However, staff at SFS were incredibly accommodating and their support made the transition smooth. Soon, teachers became more comfortable uploading artifacts and evaluators became more comfortable with the features. The changes were positive from the start.”