



District 214 drives improvement and organizational efficiency with SFS

District 214 serves 12,000 students across seven sites (six comprehensive high schools and three alternative programs at the central campus). Their primary mission is to help all students learn the skills, acquire the knowledge, and develop the behaviors necessary for them to reach their full potential as citizens who can meet the challenges of a changing society. Their secondary mission is to provide residents with opportunities for lifelong learning. They turned to SFS in order to find a more user-friendly, comprehensive product for their staff.

Challenge

They were struggling with the rigidity of the previous software products they were employing. Inconsistent customer service and sluggish responsiveness were among the other problems they were working to solve. Thus, the consequences of those challenges resulted in both frustrated staff and administration due to the lack of intuitiveness of the product. District 214 was forced to create numerous work-arounds just to complete their work.

Solution

District 214 began using Standard For Success software in August 2015 to evaluate 850 licensed staff members. With SFS, the school district is able to drive improvement and organizational efficiency through more meaningful and intuitive data collection.



Results

Right from the start, District 214 witnessed outstanding customer-service and extremely prompt responsiveness when they began working with SFS. "The SFS team has been thoughtful, patient, and receptive to feedback, and the lead programmer's willingness to make specific changes based on our feedback has been tremendous," said Kurt Laakso, Associate Superintendent for Human Resources.

Laakso explained the change to SFS brought more fluidity to District 214's overall process, fewer complaints, and greater ease of use, as reported by both staff and administration. Their favorite thing about the software is that it is a "breeze to navigate" and provides quick and easy ways to link evidence to criteria in their evaluation rubric. "That help-ticket system is also very effective and much appreciated by all," said Laakso.

Conclusion

Overall, District 214 is completely satisfied with their SFS experience. The SFS team looks forward to remaining responsive to District 214's requests for assistance and occasional "tweaks" to the program, as feedback is incredibly valuable. Laakso added, "***District 214 is very glad to collaborate with SFS!***"