



# Improvements at ASBCS

---

OCTOBER 10, 2017



# Reason for Changes

---

Charter Board Mission: To improve public education in Arizona by sponsoring charter schools that provide quality educational choices.

## Areas of Improvement

1. **Submissions:** New Charter Application and Amendment Requests
2. **Reviews:** Site Visits
3. **Frameworks:** Financial, Operational, and Academic Frameworks
4. **Guidelines:** Policies & Protocols, Systems & Processes
5. **Climate & Culture:** Board Transparency and Communications, Workplace Culture



# Submissions: New Charter Application

---

- ASBCS took over application process and is not contracting with NACSA. Includes more involvement from qualified charter leaders within the state.
- Removed the curriculum samples and replaced with instructional analysis from application allowing reviewers to determine applicant capacity while not being overly burdensome.
- New Charter Application Training provided at the Association's training facility.



# Submissions: Amendments

---

- Removed requirements from the Charter Holder Governance and Representative Amendment Requests that were overly burdensome and not meaningful.
- Executive Director can sign for “technical” requests, allowing the Board to focus on expansion requests, decreasing amount of time for request approval.
- Combined expansion requests to decrease submission of duplicative information:
  - Grade Level Change/ ECAP
  - School Location/ ECAP
  - School Specific Change in Grades/ ECAP
  - New School/ ECAP

# Submissions: Amendments

---

- Education Program Managers assigned to individual charters to increase customer service by handling all communication and Amendment Requests.
- Internally: Improved internal checklists to ensure consistency and improved protocols to increase efficiency.

# Reviews: Five-Year Interval & Academic Systems Review

---

- Issue data on contractual compliance collected through visit and charter representative survey guided revisions to the ASR structure, promoting efficiency and timeliness of feedback to charter holder.
- Increased communication:
  - April, June, and September letters communicated and clarified interval compliance requirements and ASR site visit.
  - Incorporating opportunities for customer service by creating webinars, workshops, and trainings specifically related to the Five-Year Interval Review.



# Frameworks: Financial Performance

---

- Updated Financial Performance Dashboard to identify the targets for the four calculated measures to assist the general public in understanding the Board's Framework and expectations when looking at the Dashboard.
- Provided additional language to the Financial Performance Review evaluation instrument and staff reports to help communicate what an "acceptable" or "not acceptable" on the Financial Performance Review evaluation means.



# Frameworks: Operational Performance

---

- Added language to the engagement letter and audit completeness communications reminding charter holders of:
  - Board's Operational Performance Framework Guide
  - Issues identified through audit may be noted on the Operational Dashboard
- Beginning with the FY 2017 audits, modified audit letter (sent after the audit has been reviewed) to specify which measures in the Operational Dashboard have been updated based on information from the charter holder.
- Developed process to follow-up with charters on issues of non-compliance to support charters to get into compliance timely. Tools and trainings were developed to support process.







## Frameworks: Academic Performance

---

- School Specific Academic Goals process created.
- Eligibility form posted.
- Five schools applying.

# Guidelines: Policies & Protocols

---



- Eliminated policies no longer in use or relevant.
- Updated policies in use pursuant to changes in Rule.
- Board approved updates to the compliance check policy and complaint process.
- Updates made to Public Records timeframes to allow for more flexibility for Board staff.
- Update to ASBCS Online for record destruction pursuant to the records retention schedule.
- Updated ASBCS Retention Schedule.

# Guidelines: Systems & Processes

---



- Project Manager (Education Program Specialist) and Assistant Director of Academic Affairs responsible for processes and systems (tentative structure).
- Responsible for tracking, identifying, developing, and implementing improvements to ASBCS processes.



## Culture & Climate: Board Transparency & Communication

---

- Board Meetings are held at the State Board of Education to allow for more of the public to attend meetings.
- Live streaming of Board meetings will be possible in coming months
- Shortened executive summaries to better assist stakeholders when reviewing Board materials.
- ASBCS Newsletter created. Letter sent at least once a month to all charter representatives and those that have subscribed, directly communicating to all charter leaders important information related to the Board.
- ASBCS Facebook account created.
- Staff constantly talking to charter leaders to get feedback on ways to improve processes.

# Culture & Climate: Workplace

---

- Weekly Leadership and Staff Meetings
- Flex Schedules and Teleworking
- Arizona's Infant to Work Program
- Internal ASBCS News emails with articles on educational issues pertinent to the Board's mission sent out twice a week to staff
- Training:
  - Pryor Learning Staff Trainings: Effectance Motivation and DISC.
  - Structured activities to recognize staff and award staff for accomplishments.
- Developed processes to gather staff feedback on processes and potential improvements.
  - Provide structured time to be creative and think out of the box to support future improvements to processes.



# Improvements at ASBCS

---



## SUGGESTIONS

Email: [charterschoolboard@azbcs.az.gov](mailto:charterschoolboard@azbcs.az.gov)

Phone: 602-364-3080