



Sand Creek Zone-School District 49

SCHOOL DISTRICT SETS THE STANDARD IN EMPLOYEE ENGAGEMENT

Sand Creek Zone strives to provide quality education by developing tools and systems that allow their staff to focus on the people they serve. By adopting Huron Rounding, Sand Creek Zone improved their ability to connect often with staff and collect feedback to remove barriers and recognize colleagues who were making impact.

Challenge

For Sand Creek Zone to maintain its better-than-average employee retention in the face of historic turnover rates, former superintendent Sean Dorsey knew that the district was going to have to find new ways to create authentic connections with staff. Mr. Dorsey believed that his staff must know they are valued to be at their best for the 4,000 students and families they serve.

Approach

To create a positive employee experience where all staff feel valued, leaders need to connect consistently and often. As a partner of Studer Education, Mr. Dorsey implemented the Leader Rounding practice, where leaders meet with members of their team to understand the employee's perceptions about what's working well, what opportunities they see for improvement, and who on the team should be recognized for going above and beyond. Leaders who practiced rounding saw improvements in their culture, relationships, and ability to solve problems. But, there was no streamlined process to document the feedback and track follow-up. Some leaders documented their rounds in spreadsheets, while others would maintain paper records. Rounding was also limited to direct reports, such as principals with

teachers. Indirect reports, like paraprofessionals weren't benefitting from the practice.

To implement a successful system-wide rounding practice, Sand Creek Zone needed:

- The ability to round on as many staff members as possible.
- An efficient and streamlined way to collect rounding data.
- A consistent way to track and act on issues and recognize faculty and staff.

Mr. Dorsey and his team were making progress, but quickly identified the need for better efficiency. Their Studer Education coach suggested they test Huron Rounding, a platform that enables organizations to document and track Leader Rounding feedback and follow-up easily and in a centralized place.

Automate Scheduling and Reporting

Huron Rounding technology created capacity for district leaders by reducing the time spent transcribing hand-written notes, scheduling next sessions, tracking follow up, and aggregating data to report on outcomes.

The platform provided the automation they needed so that they could focus on the human connections.

Consistent Feedback Collection

The tool also helped keep connections consistent across departments with templates customized to the districts rounding questions and aligned to their values and strategy.

Sand Creek Zone created templates for multiple different rounding scenarios: leader connections, 30/60/90-day conversations, 45-day new hire, and more. By using templates, the district now had better reporting that removed discrepancies in data.

Recognize and Reward

Leader Rounding gives leaders a dedicated space to gather opportunities to recognize and reward impact. Leaders ask, "Is there anyone who's been especially helpful to you that I can recognize?" Then, they can follow up with a thank you note. The Huron Rounding tool helps leaders capture these wins in real time and share them with the recognized employee and their leader. At Sand Creek Zone, Mr. Dorsey also received all the recognitions going out to his staff. He had a real-time pulse of the good work happening in the district.

District-wide Reporting

Leaders at Sand Creek Zone had a goal to round on each staff member at least two times per year. Having a tool to track performance to this goal helped leaders stay accountable to these important connections in busy times. Leaders could now see in real-time the number of rounds completed, number of recognitions and rewards given, rounds outstanding, etc. As the leader of Sand Creek Zone, Mr. Dorsey could see which leaders needed support in rounding, work with them to understand the challenges, and provide coaching.

Huron Rounding has helped Sand Creek Zone foster a strong employee culture and experience by removing the tasks behind Leader Rounding and helping leaders focus on their people. As a result, employees feel more valued and see how their feedback is driving progress for the district.

"My admin team is absolutely AMAZING! They care about the welfare of our staff and students. They support the improvement of school performance and work to provide the resources and time that our staff needs to plan and implement quality instruction for our students."

"My supervisors are extremely supportive and truly care about me. They make an intentional effort to show their appreciation of what we do (saying "thanks", little candies and quotes, lunch, breakfast, etc.). I feel like I can discuss anything with them and feel free to go to them to ask for help. "

Results

2000+ Employees engaged in rounding sessions, resulting in stronger relationships and improvement based on input.

Culture Shift The consistent leader rounding practice increased overall employee engagement by automating the scheduling and reporting, identifying recognition and reward opportunities while also removing barriers.

Leadership Development Easily identified leaders who were surpassing expectations and those that needed more coaching.



Studer Education

studereducation.com

© 2023 Huron Consulting Group Inc. and affiliates. Huron is a global consultancy and not a CPA firm, and does not provide attest services, audits, or other engagements in accordance with standards established by the AICPA or auditing standards promulgated by the Public Company Accounting Oversight Board ("PCAOB"). Huron is not a member of the AICPA or the PCAOB.