



# Supporting Student Success presentation

*The following notes were used by each service unit's superintendent (or their delegate) to present Supporting Student Success to the Board of Trustees on Dec. 1, 2015.*

## Learning

The Learning service unit provides integrated services to schools supporting the personalization of learning and building professional capital within each school and across the system. We support student success in three ways:

- direct support to students
- direct support to teaching and learning
- facilitating partnerships to support learning

The principal's description in the video captured much of the work of the service unit. I will simply elaborate with a few specific examples of how we support students and schools.

We support a variety of learners directly. Bullet one on this slide refers to staff directly working with students in schools. We have 78.6 FTE in these positions. All schools can access the support from K – 12. A referral could include the need to support a student or small group of students with specific leaning needs. Referrals are initiated by schools regarding students who could benefit from a specific resource to support their programming. In addition to these referrals last year, our service unit received 502 direct referrals from specialized preschool programs. One example of a referral was a student with a complex learning profile. This student was unable to communicate with language, had difficulties with interactions with peers and adults, and often exhibited behaviour due to frustration. Our specialist observed the student in the preschool setting and proposed program recommendations. These recommendations included programming from a speech pathologist, an occupational therapist, and a psychologist who supported the student in kindergarten. Later in their school program this student may get assistance of a strategist or specialist with specialized assistive technology and supports their learning program as they move through the grades.

Another direct service to our students is the work of Chinook Learning Service and continuing education. 73.9 FTE staff provided learning opportunities for 2,327 students. (the size of a large High School)

In addition to direct work with students, our service unit provides, direct support to staff regarding teaching and learning.

**Specialists are available to our schools to support teachers in developing a deep pedagogical knowledge of teaching and learning in and through** assessment related to every program of studies from Kindergarten – grade 12 and further the goals of the individual school development plan. Our staff also assists teachers in adopting new curriculum, refining practice or implementing assessments required by Alberta Education. An example of this is how our service unit along with IT supported the administration and use of the data of Student Learner Assessment SLA in grade 3. We provide face to face in-service opportunities for teachers to learn and interpret the various aspects of the assessment and use that data to plan for student learning and success. In collaboration with communications, a website with resource support was developed. We provide similar support regarding PAT and Diploma Examinations and data interpretation.

The video also showed how schools benefit from specialists to support schools and the personalization of learning as they explore new technologies driven by the learning agenda. It

highlighted how High School Success is enriching and building more diverse learning opportunities for students.

**Corporate partnerships** include many partnerships that support our students to ensure they are ready to learn each day. A variety of these partners we celebrate monthly with the Lighthouse Awards. In the March Board Development Session, we will explore these partnerships and the significance they have in supporting our students and schools.

**Over 24% of CBE's students are self-identified English Language Learners.** Each of our foreign born students and families are received at Kingsland Centre, CBE's reception centre. Kingsland centre provides language assessment in children's first language and their English skill levels. Cultural diversity advisors, interpreters and a school board psychologist are available to support this work. Our service unit provides professional learning opportunities to support the teachers of these new students. Our English Language Learning team will be providing critical support to students, families, & school staff as we welcome new Syrian Refugees.

The time provided in our presentation allowed me to highlight but a few specific examples of our work. I hope I have provided a glimpse into the work of the Learning Service Unit and how we support student success.

## Human Resources

The CBE is the largest public employer in Calgary and our Human Resources Service Unit team support our nearly 14,000 continuous, temporary, and casual employees -- in support of students every day:

- We are continuously recruiting the best suited teachers, support staff, and technical and professional candidates to join our workforce in direct support of student success.
- We benchmark against other public and private sector industries to support a fair and equitable exempt salary plan -- and we closely manage our 3rd party benefit agreements to bring the most value to our employees.
- Our CBE workforce is 99% unionized with 5 collective agreements in place and approx. 200 exempt staff. -- Our HR Professionals are here to support our employees through any and all challenging situations.
- Employee information is tracked to support payroll accuracy and timeliness while remaining in compliance with Privacy policies, Payroll legislation, Collective Agreements, and the School Act. We also conduct regular monitoring and auditing.
- The Employee Contact Centre is a call centre that acts as a single point of contact for all employees and any questions they have pertaining to Human Resources. In 2014 we responded to 37,000 (36,928) calls.
- The Employee Health Resource Centre supports our employees through such matters as Disability Management, Sick leave, Extended/Long Term Disability, Modified Return to Work, Accommodation, Addictions, Employee Counselling, Ergonomic assessments, and Health Promotion.
- And, Leadership development is a strategy that supports current and future system needs. By actively engaging our current and future leaders -- combined with best practice succession planning research -- we design effective leadership curriculum -- and therefore effective leaders -- in support of our students' results.

## Facilities and Environmental Services

Facilities and Environmental Services (FES) has a mission which is to "Optimize the Quality of the Learning and Teaching Environment", within the resources assigned to the service unit.

All 849 FES staff clearly understand the CBE values and work towards the CBE mission.

We believe that school facility conditions have an impact on the quality of the learning environment and ultimately on student achievement outcomes.

What the five FES departments do to support students, schools and our system every day are outlined in the eight points that you can see on the above slide.

The CBE currently has 242 facilities with an area of 19.4 million square feet and a replacement value of \$4.34 billion.

The bottom line is that FES provides safe, secure, clean, operational, well maintained, efficient and environmentally sustainable schools for the Calgary Board of Education.

## Finance/Technology

Finance and Technology Services is a relatively new service unit that brings together a wide range of services, supports and skill sets across finance, procurement, technology, and records management.

Finance and Technology Services manages a budget of just over \$55 million and provides services with a dedicated and professional staff of nearly 250, many of whom are routinely deployed into our schools.

Perhaps the best way to get to know Finance and Technology Services is through what we do in support of students and their learning.

We:

- support and maintain infrastructure that allows for the doubling of internet traffic every 12 to 18 months. For 2014-15 we saw 1.2 petabytes of internet data move through our infrastructure (1201 gigabytes). That's 114 years of 7/24/365 Netflix.
- register more than 34,000 students for noon supervision. We register, along with our colleagues in Transportation and Planning, more than 38,000 students for transportation services.
- manage the infrastructure that allows 168,000 unique devices that connect to our system on an annual basis. More than 80% of those devices are personally owned, and both numbers are trending upward.
- purchase, deploy and maintain nearly 55,000 workstations with more than 20,000 unique software applications.
- issue over 11,000 fee waivers to those who are unable to pay so that no child is denied access to their public education.
- review and process more than 9,710 position and RAM change requests annually. That's 52 per day!
- deploy and manage a fleet of more than 2,500 printers.
- provide and maintain Wi-Fi connectivity to more than 1.1 square kilometers of space across more than 227 facilities.
- deposit daily 100 cheques with average deposit value of \$100,000.
- Our eight School Financial Management Staff daily support the needs of our 227 schools. That's 28 schools per person.
- support and maintain infrastructure that allow us to send more than 35 million email messages every year and receive more than 46 million email messages.
- manage an inventory of more than 9,100 iPads.

- receive more than 1.1 million SPAM messages every year and successfully intercept more than 95 per cent before they reach our staff and students.
- record in our accounting systems more than 500,000 unique financial transactions yearly. That's 1,369 per day, every day.
- support nearly 10,000 digital displays for learning across 227 sites.
- maintain and protect data in our more than 1 million gigabytes of storage space. That is 1 followed by 15 zeros. My calculators stops at a 1 followed by 12 zeros.
- receive more than 28,000 emails, 13,000 voice mail, and more than 3,500 live calls each year at our IT helpdesk. More than 78% of all requests come from schools and more than 65% have a first contact resolution.
- Respond to the more than 8,000 IT help desk requests that require hands on resolution.
- Receive and respond to nearly 7,200 phone calls via our school financial and position management teams.
- analyse and report on more than \$1.3 billion dollars in revenue from a multitude of sources and related to a wide range of programs and activities.
- manage and maintain more than 660 servers in our data centres.
- support and maintain, in our school more than 300 servers. The number of servers has doubled in only six short years.
- host seven lunch and learn network sessions for our school based administrative support staff in each of our five areas for a total of more than 35 sessions.
- Each CBE owned workstation, be it lap top or desk top will be "patched" an average of 11 times per month. This is done to maintain the integrity and security of our systems in support of student learning.
- process over 19,000 unique purchase orders each year and administer nearly 80 procurement processes in compliance with local, provincial and federal requirements.
- provide a range of training supports to our school based staff related to fees handling and QuickBooks through 36 workshops.
- complete, on average 37 small, 18 medium, and 7 large information technology projects annually.
- Our records management professionals receive more than 1,300 record boxes from schools and service units. We provide more than 1,600 records boxes to service units and schools upon request. We dispose of nearly 1,500 records boxes each year.
- provide 5 RAM 101 training workshops in each of our 5 areas as well as 5 RAM reconciliation sessions in each area.
- issue payments to third parties (exclusive of payroll) that total approximately \$650 million.
- A team of three specialist process more than 7,000 position change requests annually.
- In a typical year we handle more than 850 records requests, the vast majority (681) from outside sources.
- review and process over 19,000 budget line transfers so that the CBEs books and records remain accurate and complete.
- administer a purchasing card program that accounts 10's of thousands of purchases valued at more than \$10.5 million.
- generate hundreds of unique reports to our range of stakeholders including Alberta Education, our Board of Trustees, our school and service unit based leaders, and our public. Many are statutorily required and complex.
- Our shred bins are emptied nearly 6,500 times in a typical year. That is the equivalent of preserving more than 11,300 trees and avoiding nearly 1 million pounds of CO2 emissions and saving nearly 84 million litres of water.

This is an all too brief and incomplete snapshot of how the dedicated and professional staff within Finance and Technology Services support our students and their learning.

## Communications

Communication Services supports student learning by allowing schools and service units to focus their time on teaching and learning while Communications Services deals with areas such as media relations, emergency communications, website management and development, public information, strategic communications planning, and print, video and graphic design. We are also leading the work to improve public engagement at the CBE.

Some noteworthy facts: in 2015 we have issued 59 news releases, supported communications for 31 capital projects, built and launched the redesigned cbe.ab.ca using internal resources, supported over 225 school websites while working on their redesigns, which will roll out over the next year, and produced 44 videos to assist in teaching and learning. We coordinate an average of 250 to 300 print projects annually for schools and service units. To date this school year, we have coordinated 63 projects.

A recent example of our support occurred during the evacuation of University School due to a nearby fire. The school staff were able to focus on the safety and well being of their students while communications services attended to website and social media updates regarding the situation, assisted with parent communications, and provided on-site media relations. We are there to provide these services to schools and service units, whenever we are needed.

## Legal

We, in legal services, value each and every opportunity to support student success. The slide shows you the wide variety of work performed. I thought it would be helpful to share with you a “snapshot” of a day in the life of....

- On any given day our School Liaison receives calls from school administrators regarding registration, guardianship, application of administrative regulations, and assistance with understanding court orders. As legal counsel I have the pleasure of supporting our Liaison and accordingly have the chance to work with schools and area offices to resolve concerns and complaints and provide policy and legislative advice.
- Our FOIP staff field inquiries regarding privacy breaches, requests for information and formal access requests. Our Privacy Officer also liaises with the Office of the Privacy Commission in relation to reviews and privacy impact assessments. All of their work supports compliance with OE
- In addition to their day to day work our School Liaison and FOIP Coordinator provide onsite training and information sessions regarding registration, custody and access and privacy and data protection issues. Last year they provided 20 sessions to approximately 1000 staff in our schools and system.
- The CBE’s intrepid policy coordinator can be seen all over the building working on ARs, OEs and other policy related initiatives.
- Our contracts and risk management staff support schools to manage corporate risks. Risk management ensures schools are adequately protected and insured for the various activities developed to support personalized learning and manage incident reports.
- While contracts sounds a bit dry it is an important function in that it supports schools and service units to formalize partnerships, collaborations and other relationships to procure services that directly support students. For example last week we supported learning services to finalize two multi-year contracts that will result in services provided directly to students in schools.

- I think you all appreciate the support you receive from the Corporate Secretary's office. From a big picture perspective your corporate secretary staff and legal counsel support good governance by the board and administration.

Thank you for the opportunity to participate in today's session.