



Operations Division Report September 24, 2022

We are excited to begin the 2022-23 school year and are looking forward to great year ahead! This report is meant to highlight several of the functional areas with updates for the Board of Directors:

The Operations Division is a uniquely qualified group of dedicated staff who always put not only the success of Compass first but also the experience the scholar. This year our focus is customer service and we will work throughout the year to “weave” this into all our work both within the Division as well as our collaborative work with all staff and scholars. I am so proud of everyone on this team and they work they do every school year.

The entire Division is committed both of the CCS school wide WIG’s: (1) *100% of staff will report increased coherence, improved culture and greater connectedness by the end of the 2022-2023 school year* and (2) *100% of eligible scholars will graduate by the end of the 2022-2023 school year*. Each department within the Division is contributing to this in their own way:

- The Community Providers Department, under the leadership of Jeanne Hlebo, was one of the first departments to use the new document system company "Epicenter" for our yearly service provider renewal, our bi-yearly materials provider renewal, and for onboarding new providers. Our providers are able to upload documents during the specified renewal/onboarding time periods and also upload new documents during the school year. Also this year a new feature in our purchasing platform OPS now allows a scholar's physical address to be one of the delivery choices. This feature is particularly helpful to our McKinney-Vento (MV) families who rely on a PO Box for both addresses. The MV family can have a temporary address created in School Pathways for providers that only ship to street addresses.
- The IT Department under the direction of David Brasch is off to a very productive 22-23 school year! The department had a very collaborative start to the school year, ensuring all systems were running, and synchronizing smoothly. Scholar equipment was shipped out in a timely manner to ensure our scholars were able to login and start their work on the first day of the new school year.
- In support of the 22-23 school-wide WIG’s, the IT team will focus on ensuring our staff are supported in their roles, and our scholars are supported with their technology. We will be expanding visibility for the staff utilizing our internal Google Data Studio. This was developed to provide our staff with live statistics about our scholars. The IT Department will continue our weekly tech tips providing staff with relevant information on various topics regarding technology. Our focus on cyber security is ongoing and our new partnership with TPX communications is off to a great start. Throughout the school year staff will be required to take classes to expand their knowledge on cyber threats and how to recognize and prevent exposure.

- As we begin the new school year, the Finance team is focusing on build and growing the understanding Compass leadership has regarding our fiscal health and responsibilities. Department heads began this process at our All-Staff Retreat and they will continue to meet with Melissa Alcaraz, our Finance Coordinator, monthly to ensure both understanding and transparency.
- As part of the Finance team, Nicole Sendejaz, Office Manager, continues to run and manage our Curriculum Locker. Over the summer, Nicole has worked to organize and catalog hundreds of books including all subject texts and novels, technology, musical instruments and sports equipment. Scholars are able to request any item from the locker to be loaned to them. We are excited to have many scholars already reaching out and using the locker!
- Under the direction of Dr. Danielle Gamez, the Operations Department is comprised of several teams including Attendance, Compliance, Registration, Scholar Advocacy, and Outreach. The department works daily to ensure all scholars are well served. Some areas of note are:
 - o The Operations Department is off to a very strong start for the 2022-2023 school year! During the All-Staff retreat, we worked collaboratively to develop our WIG (wildly important goals) under the overarching theme of effective and timely support to all educational partners. This work helped us hone in and improve our processes which created a smooth start to the year for Compass. This led to 96% of our scholars actively enrolled and ready to start by August 31!
 - o Compliance accomplished a highly successful master agreement training with all supervising teachers before the first day of school. Vanessa Plascencia created a flipped model of training that allowed supervising teachers to absorb the content at their own pace. This training included a handbook, training video, a live Q & A session, and a post-training quiz. The feedback was very positive and we are seeing very accurate and timely master agreements coming into our student information system.
 - o In support of our school-wide WIG, the Operations Department implemented the Operations Helpdesk. The helpdesk is a one-stop shop for Compass staff to receive support in records, attendance, enrollment, master agreements, program changes, withdrawals, work samples, McKinney-Vento, and more! The rollout was very successful with over 70 tickets submitted within the first few weeks of the school year. Compass staff provided positive feedback on the ease and timeliness of ticket resolutions. Saving everyone much needed time during a very busy back-to-school season.

The Operations Division is looking forward to the year ahead and we all look forward to contributing to the success of Compass scholars! My thanks to the Operations Division team for everything they do each and every day.

Respectfully Submitted,



Lisa Fishman, CBO
Chief Operations Officer