



Operations Division Report September 28, 2024

This report is meant to highlight several functional areas with updates for the Board of Directors:

I'm pleased to share the progress within the Operations Division. The dedication and commitment of each team member to our scholars' success and well-being is truly commendable. Their efforts and passion are evident in the work across every department, demonstrating a collective determination to move our organization forward and positively impact the lives of those we serve.

I am very proud to share that the classified employee of the year for the 23 - 24 school year was Dr. Danielle Gamez who does an outstanding job leading the Operations Department! Danielle is a true leader and exceptional partner in leading our Division.

- **The Community Providers Department managed by Jeanne Hlebo**
 - The Annual Staff CCS Retreat in August offered a fantastic opportunity for our staff to connect in person with our amazing service and material providers. One of the visiting music businesses added a special touch by playing beautiful violin music in the vendor room as staff mingled with the vendors. It was a wonderful chance to learn about their products and services and to express our gratitude to those who provide our scholars with excellent services and materials.
 - Throughout the summer, the CP department team diligently worked on renewing our service providers, successfully processing renewal applications for 366 vendors. In addition to renewals, our department initiated the vetting process for businesses interested in offering their services and products to our CCS families. We encourage our families to have businesses they are interested in completing a pre-application. We are particularly focused on businesses that provide in-person services to our Yolo charter families. Currently, we offer 38 in-person service providers to these families. To date, we have added 30 new service providers and 11 new material providers.
- **The IT team under the direction of Krisha Moeller**
 - Compass has recently implemented Service Desk Plus (SDP) from ManageEngine (Zoho) as our new helpdesk system. You can access it at: <https://helpdesk.compasscharters.org>. This system offers multiple options for staff, scholars, and families to submit helpdesk tickets according to their preferences, including via internal email, a contact form on our website, or directly through the helpdesk portal.

- o The helpdesk portal enables Compass staff and scholars to track the status of their tickets, report issues with assets (such as computers or tablets), search a comprehensive FAQ for solutions, and receive support from an AI-powered chatbot. Additionally, SDP integrates with our endpoint management system, Endpoint Central, making it easier for the IT team to monitor and address asset-related issues (such as device malfunctions) reported via helpdesk tickets.
 - One of the standout features of SDP is the "SDP Assets" system, which significantly improves asset tracking for both scholars and staff. This feature streamlines the management of asset life cycles, from onboarding to offboarding, reducing the risk of inventory loss. The system also links known user assets (like laptops and tablets) to their help desk tickets, expediting the troubleshooting process for hardware and software issues.
- o Additionally, Compass is working with our primary hardware vendor, EdTech101, to enhance the process of uploading assets into SDP. This collaboration aims to streamline the assignment and collection of these assets from both staff and scholars.
- **The Finance team led by Melissa Alcaraz,**
 - o For the 2024 - 25 school year the Finance department is actively working on enhancing the development and tracking of our LCAP goals and measurements using the Parsec Education database. This system will ensure accurate tracking across departments and make sure that the correct financial information is entered accordingly for each goal.
 - o The Finance team will continue to collaborate closely with all department leaders to monitor their fiscal spending, ensuring transparency and accountability. This partnership will involve regular meetings and updates to review budget allocations and expenditures. By maintaining open lines of communication, we aim to foster a clear understanding of financial responsibilities and promote efficient budget management across all departments. This collaborative approach will help us achieve our financial goals and support the overall success of our organization
- **CCS Office, Manager Nicole Sendejaz**
 - o The Curriculum Locker has seen a significant increase in utilization, with 234 requests received since the start of the school year. We are continuously enhancing our catalog by adding new materials and curriculum to ensure families regularly find updated resources. The Options department has successfully encouraged families to use the Curriculum Locker as their first stop before placing new orders, which is evident in the recent activity levels.
We will continue to feature the Curriculum Locker in our MMU weekly updates, highlighting any newly added item categories to keep families informed and engaged.
We are in the process of developing a new system to streamline the checkout process for families, aimed at improving efficiency for both internal operations and user experience. Details and a timeline for this implementation will be shared as they become available.
- **The Operations Department Under the Direction of Dr. Danielle Gamez**
The Operations Department and the Enrollment Team have been very hard

at work over the last few months!

- With the new Zoom phone system we are now able to pull reports on phone calls and monitor trends. The enrollment Team made 1,351 calls in August, averaging 25/day while processing applications, answering calls and emails, importing scholars into the School Pathways Student Information System, and ensuring scholar enrollments are ready for the supervising teacher.
- Here are some examples of feedback from prospective applicants:
 - *"Awesome. Thank you. I've got to say. I'm really impressed with your response time. I feel like I'm actually dealing with a real person, a real school. Last year, I was dealing with k-12 schools, and getting a response from them in a timely manner was nearly impossible. By the time I was able to get a response back from a real person, they told me I missed the registration deadline."*
 - *"So I'm really excited about Compass because you guys have been great and very helpful and a breeze getting the kids registered. Looks like I finally found a good school. Thank you!"*
 - *"Please inform your team that you guys have all been great from the start of this. I have never felt better about a school than I do with you guys. You guys are the 1st impression of a school, and you all are doing great and deserve a raise. Thank you. And I look forward to this journey with Compass and my kids!!!!"*

The Operations Division team is looking forward to the second half of the school year and continuing our contribution to the success of CCS scholars!

Respectfully Submitted,
Lisa Fishman, CBO



Chief Operations Officer