PUTTING OPS MANAGEMENT DATA TO WORK FOR YOU

USING SOFTWARE AUTOMATION TO JUSTIFY INCREASED STAFF, BIGGER BUDGETS



SCHOOLDUDE

eBook

INTRODUCTION

If your school district is considering an investment in a **cloud-based operations management** software solution, it's important to understand how the move away from paper or spreadsheet-based systems can benefit your operations in the long-term.

One of the greatest benefits of automating your operations management workflow is that everything you or your staff members do becomes instantly **reportable**. Imagine having fingertip access to every element of your operations, including things like service tickets submitted, staff overtime hours, number of events hosted in your facilities, dollars spent on events, trends in your utility bills, and much more.

The ability to pull key data at the click of a button is a strategic advantage when it comes to building a business case for your operations needs—whether it relates to rewarding existing staff, justifying new resources, or petitioning the board for increased budget dollars. This eBook explores **five key outcomes** your district can achieve by putting operations management data to work for you:

Key Outcome #1: DEMONSTRATE THE VALUE OF EXISTING STAFF 2

Key Outcome #2: JUSTIFY NEW HIRES 5

Key Outcome #3: IMPROVE EMPLOYEE MORALE 7

Key Outcome #4: USE HISTORICAL DATA TO YOUR ADVANTAGE 10

Key Outcome #5: BUILD THE CASE FOR INCREASED BUDGET 13

Key Outcome #1:

DEMONSTRATE THE VALUE OF EXISTING STAFF



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DEMONSTRATE THE VALUE OF EXISTING STAFF

With limited budgets and limitless needs, staff in smaller school districts are often asked to wear multiple hats. It's not uncommon to see a librarian tackling IT help desk duties or a maintenance technician managing an energy conservation program. But how can you show the value and workload of your operations team to various stakeholders? A software-based operations management platform allows you to see the full picture of your staff's **time allocation**, resulting in **higher accountability** and **more recognition** for team members.

An automated platform allows you to track staff members' time down to the minute, making it easy to see how many hours they spend on tasks, including:

- **Emergency work orders**
- **IT tickets**
- **Windshield time**
- **Event set-up**
- **Preventive maintenance**

From there, it's clear and easy to identify which employees are pulling double duty and reward them accordingly. This type of insight can also help to inform your staff members' performance reviews, employee development plans, and long-term career options within the school district.

With solid reporting and clear insight into all the work that's being done, making the case for promotions, raises, and other forms of staff recognition is much easier. Your staff members stay accountable for getting the job done, and you're able to show the administration how their contributions add up.

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DEMONSTRATE THE VALUE OF EXISTING STAFF

SCHOOLDUDE CLIENT SPOTLIGHT

> *"With SchoolDude, we were able to run a [Key Performance Indicator] (KPI) assessment and show the administration that our maintenance team was actually finishing 81% of their work orders within 7 days, which is 5% higher than their peers in other K-12 schools across the country. The data helped prove the team's hard work and caused them to receive recognition for their efforts."*

– Mike Wetzel, Director of Building and Grounds, Brandywine Heights Area School District, Topton, PA

Key Outcome #2:

JUSTIFY NEW HIRES



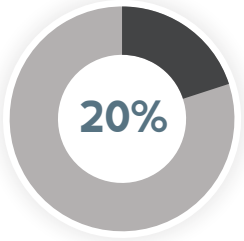
Key Outcome #2:

JUSTIFY NEW HIRES

Building the case for **hiring additional staff members** becomes a lot easier when you have the ability to report on exactly what employees are doing and for how much time each day. If staff members are simply punching a time card and not tracking specific tasks and actions, justifying greater headcount can be a major challenge.



of small school districts surveyed* agree that automated operations management software helps them justify budget and staff requests



of small school districts surveyed* **strongly agree** that automated operations management software helps them justify budget and staff requests

**Public K-12 Small School Survey, SchoolDude, March 31, 2015, 441 respondents*

Using reports available in an operations management solution, small schools can easily pull data on their team's work orders, IT tickets, and event numbers. For example, if the Maintenance and Facilities Department finds that its staff is working efficiently to complete work orders; however, the average time to complete a work order is still more than one week, the Maintenance Director can use this data to justify another technician to help with the workload. With another technician, the team can decrease the time to complete a work order, resulting in more satisfied customers.

SCHOOLDUDE CLIENT SPOTLIGHT

"We noticed that the majority of support requests in our district came from specific buildings but we had no data to back up our assumptions. By utilizing SchoolDude's reporting features, we found that 32.2% of our support calls were from one of the ten district buildings. With this data, we secured approval from our superintendent for another technical hire."

– Andrew Choi, District Administrator, Instructional Technology, Deer Park School District, Deer Park, NY

Key Outcome #3:

IMPROVE EMPLOYEE MORALE



Key Outcome #3:

IMPROVE EMPLOYEE MORALE

With software-based automation, it's simple to pull a snapshot at any time that shows the number of tickets a staff member has completed, the number of work orders assigned to them, time spent on each project and more. Armed with this information, management is better prepared to **evaluate** exceptional behavior and **reward** staff accordingly.



of small school districts surveyed* indicated automated operations management software helps improve morale

**Public K-12 Small School Survey, SchoolDude, March 31, 2015, 441 respondents*

For example, your IT Director has spent extra time researching and recommending energy-saving equipment that will help decrease the energy usage of hardware throughout the district. With automated reporting, it's easy to demonstrate when various equipment was implemented, how much time it took to set up, and the energy new equipment saved in terms of real dollars on your utility bill. With this data, you're in a better position to reward and recognize that IT Director, ensuring that the district's Board, faculty, and students are all aware of the director's commitment to improving the district and saving budget dollars.

When you can use data to demonstrate your staff members' productivity, it makes the true value of their work - in hours spent, value delivered, and money saved – transparent.

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IMPROVE EMPLOYEE MORALE

SCHOOLDUDE CLIENT SPOTLIGHT

"SchoolDude's KPI Dashboard helped to illustrate the mass amounts of work being handled by both our Custodial and Maintenance staff members. Through it, we were able to document staffers' time spent on various tasks and their outcomes. This information was then presented to the district Board of Education, Administration and Certified Staff, resulting in staffing increases and more work recognition."

– Chuck Schilling, Supervisor of Facility Services, Hudson City Schools, Hudson, OH

Key Outcome #4:

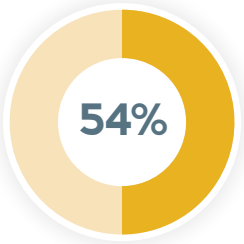
USE HISTORICAL DATA TO YOUR ADVANTAGE



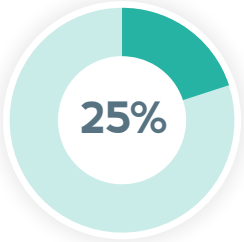
Key Outcome #4:

USE HISTORICAL DATA TO YOUR ADVANTAGE

Working in school maintenance is a challenging job and recurring issues can sometimes cause dismay and concern between students, staff, and even students' parents. Unresolved issues can impact the happiness of students and staff as well as the school's reputation over time.



of small school districts surveyed* agree that automated operations management software helps improve facilities and the learning environment



of small school districts surveyed* **strongly agree** that automated operations management software helps improve facilities and the learning environment

**Public K-12 Small School Survey, SchoolDude, March 31, 2015, 441 respondents*

One district experienced this first-hand, but used the records available from its work order system to demonstrate that the Operations Department was not at fault for an ongoing issue. A student complained for several months that there were mice in and around his locker area. The issue escalated and the student's parents called the school demanding answers and a resolution to the problem.

Using the district's work order management system, the department pulled a report showing that on five separate occasions, a custodian had completed work orders cleaning the locker area and found candy bars, snack chips, and other food items in this student's locker. The maintenance team had requested the student clear the locker of all open food containers; however, the student never did. When the Principal was able to show these records to the student's parents, the parents apologized and ensured the locker would be cleaned by the student.

If you're using only paper records, it is extremely difficult to come to a mutually satisfactory resolution in these types of situations, creating unnecessary friction. However, an automated workflow management system provides a way to pull the data needed in a matter of seconds to demonstrate how the Maintenance Department followed through and completed its due diligence. This kind of data helps to **protect the school's reputation as a responsible and nurturing place for students to learn**.

Key Outcome #4: (cont'd)

USE HISTORICAL DATA TO YOUR ADVANTAGE

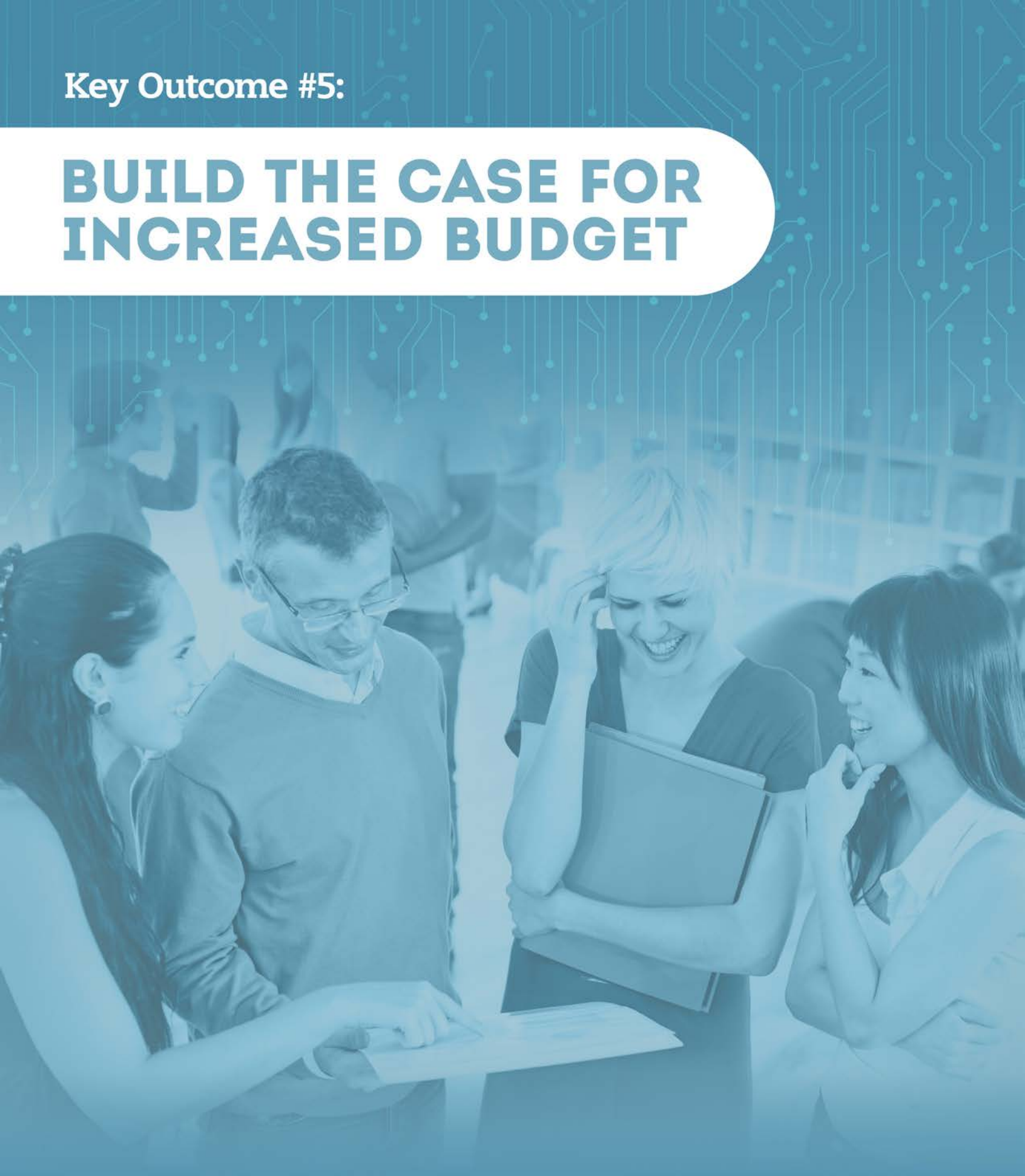
SCHOOLDUDE CLIENT SPOTLIGHT

"There is a common misconception that maintenance teams across the country act solely as clean up crews. We used the SchoolDude software to track our in-house costs and compare them with what it would cost to hire outside contractors to do all the work we were doing. This exercise helped us show the value of our existing staff as well as secure more budget dollars for pay increases and employee recognition."

– Scott Clinch, Director of Operations and Maintenance, Ottawa Township High School, Ottawa, IL

Key Outcome #5:

BUILD THE CASE FOR INCREASED BUDGET



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BUILD THE CASE FOR INCREASED BUDGET

It's no secret that budgets are built on data—and perhaps nowhere is data more important than when you're vying for more budget dollars within a school system, especially when additional budget dollars are scarce in smaller districts. With a software-based operations management solution, your school will be in the best possible position to do the following important budget-related tasks:

1) Allocate existing funds in the most appropriate manner

2) Justify budget increases to Administration

3) Justify new initiatives to bring dollars back into the budget

ALLOCATE EXISTING FUNDS IN THE MOST APPROPRIATE MANNER

When you can pull reports that indicate where prior spending has occurred, you can more accurately predict future budget needs. For example, if you have detailed records of how many repairs have been made on equipment, such as an HVAC unit or a printer, you can make better decisions regarding both preventive maintenance and repair budgets.

Armed with this data, you may determine that more budget and man-hours should be budgeted to preventive maintenance, including allocating a dedicated technician to preventive maintenance and building out schedules to prolong the life of your district's equipment. On the other hand, with the ability to evaluate the number of tickets submitted and the time and dollars spent on troubleshooting and repairs, it may be more cost effective to replace a piece of equipment, i.e. purchase a new printer altogether.

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Key Outcome #5: (cont'd)

BUILD THE CASE FOR INCREASED BUDGET

JUSTIFY BUDGET INCREASES TO ADMINISTRATION

Justifying budget requests to the Board or going out for a bond is a lot less intimidating when you've got the data in hand to prove your case. For example, having data on deferred maintenance of big ticket items, such as a roof or boiler, can help justify the budget dollars for a replacement. With a software solution, you can report on the hours and budget dollars that have been invested versus the actual cost of a replacement. In addition, having data on new construction projects in the pipeline that cannot be completed without additional budget dollars can make that conversation with management or written request for funding more data-focused, rather than "gut feelings," which often get you nowhere.

SCHOOLDUDE CLIENT SPOTLIGHT

"With SchoolDude, we were able to pull data showing the various building improvement projects that were on hold due to a lack of funding. We shared this data with voters and were able to pass a sinking fund millage that now provides the district with $1.1 million annually for 10 years for capital improvement projects."

– Steve Lathrop, Director of Operations, Okemos Public Schools, Okemos, MI

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Key Outcome #5: (cont'd)

BUILD THE CASE FOR INCREASED BUDGET

JUSTIFY NEW INITIATIVES TO BRING DOLLARS BACK INTO THE BUDGET

You know that after-hours community events held in your facilities are costing the district and your department time and money, but it's difficult to prove that lost value. With data and reports on events, you can easily track:

- **Custodial overtime involved in set-up and clean-up of events**
- **Equipment used, such as projectors or gym equipment**
- **Security overtime needed to ensure participant safety**
- **And much more**

Using this data to show real costs to the district for every community event can help make the case for a cost recovery initiative. That same data can also help your department determine a fee and rate structure for various types of events in the future.

SCHOOLDUDE CLIENT SPOTLIGHT

"We were losing a lot of money due to inefficient scheduling and billing for after-school events. We chose to implement SchoolDude's billing system in our facilities—a move that's saved us a lot of time on billing processes, increased the amount of money we are collecting as a whole and helped us clearly define the process and fees for any prospective renters moving forward."

– Chuck Linderman, Director of Business Affairs, Great Valley School District, Malvern, PA

CONCLUSION

A **software-based operations management** solution lets you leverage **mission-critical data** for all of your operations decisions. That data can make a big difference in **employee satisfaction**, **resource management**, and your ability to **secure future budget dollars**. A data-driven approach will set your operations apart from other school districts relying on outdated, manual processes that make it challenging, if not impossible, to:

1) **Generate useful reports**
2) **Make data-driven decisions**

When you rely on up-to-the-minute intelligence to drive your business strategy, making the case for the needs of your school can be as simple as pressing a button. ***Isn't it time to put the power of data to work for you?***

About SchoolDude

SchoolDude offers cloud-based software solutions to streamline all areas of your operations – maintenance management, energy management, facility usage, technology management, and safety management. SchoolDude's solutions automate the work order and IT ticket request process, monitor inventory usage, schedule preventive maintenance, forecast capital needs, simplify event management, and track technology assets. Our solutions provide a global view of your organization's operations and improve communication with all departments, faculty and students at your district. Learn more at www.schooldude.com/smallschools.