

Improving Business Processes to Deliver Effective Educational Services

Abstract

Midwestern State Education Agency (SEA) provides oversight of elementary and secondary education, school approval, and development of standards for student progress. There are approximately 99 employees within the SEA encompassed by four (4) divisions with multiple units. Each business unit is interconnected, and the SEA desired to achieve efficiency within those areas. Further duties of the SEA include

- Regulating the credentialing of administrators, counselors and other education specialists;
- Implementing a uniform system for accounting, budgeting and reporting of school district data;
- Publishing annual reports on school finance and employee compensation; and
- Providing the State Legislative Assembly with requests for reports on school finance, student enrollment and other data requests.

The Challenge

The SEA desired a deeper level of insight and documentation of their daily workflow to improve their efficiency and effectiveness. There was need for a third-party vendor to help direct, facilitate, develop and document a business process model that reflected their structural representation, provide a description

their activities and help identify areas for process improvements to the flow of activities.

How We Helped

Our analysis included current- and future-state modeling of organizational workflows for a variety of operations such as:

- Food Distribution and Child Nutrition Monitoring,
- Grant Funding and Awards,
- Technical Support,
- GED Awards and Verification,
- Training and Professional Development,
- Health Communications,
- School Profiles and Youth Risk Behavior,
- Truancy Data Collection and Reporting,
- Education Monitoring,
- Dispute Resolution,
- Student Contracts,
- Education Assessments,
- Finance and Accounting,
- Student Data Collection (STARS, Excel, etc.) for LEAs, and
- Logistic Support;



We provided benchmark analysis of peer organizations for performance similarities and best practices. We evaluated several strategic components such as organizational structure, social media footprint, stakeholder communication, transaction processing for education assessments, financial accounting, and website utility. In addition, we administered a SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis to strategically position the SEA for performance improvements. Based on our findings, we created future state models that properly aligned processes with the areas of human capital, communication, and data utilization across the organization. As a final deliverable, we provided the SEA a strategic performance improvement plan that would align our recommendations with their organization's mission and vision.

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