

## EXECUTIVE SUMMARY

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### EVIDENCE OF COMPLIANCE FCPS OPERATIONAL EXPECTATIONS MONITORING REPORT

Period covered: July 1, 2007 – June 30, 2008

**Function:** Office of the Superintendent and the Office of Community Relations

**Operational Expectation:** The Superintendent will encourage and maintain effective communication, appropriate involvement, and active support of parents and our diverse community members in advocating for and achieving the FCPS mission and goals for student achievement.

**1. Involve parents and families as partners in the education of their children, providing an open, responsive, and welcoming environment that treats all people with respect, dignity, and courtesy.**

#### Highlights – Evidence of Compliance

**1a) The five customer service standards of responsiveness, accuracy, availability, partnership, and advice will be used to determine current client satisfaction through surveys.**

- National PTA Standards for Family-School Partnerships used as framework
- Survey to be conducted in May/June 2009
- Results included in the 2008-09 Monitoring Report

#### Additional Highlights Not Specific to Indicator (examples)

- FCPS Handbook, “Fairfax County Loves Its Schools” – 100,000 families received
- Multi-cultural parent panels – 17 panels presented to 846 attendees
- Parent liaisons – 173 liaisons in 162 schools promote home/school communication

**2. Establish meaningful, regular, two-way communication between the school and home.**

#### Highlights – Evidence of Compliance

**2a) Annually review and publish the complaint processes available to stakeholders.**

- Process has been developed
- Attached in Appendix OE1 – Complaint Process Website
- Website was revised to make the information more easily accessible at <http://www.fcps.edu/inquiries.htm>.
- FCPS web page was updated so that parents can find this information easily by using the search function, or visiting the parent resource page.

**2b) Annually analyze the timeliness and type of complaints/concerns reaching the Superintendent and School Board offices.**

- Superintendent Stakeholder Concerns (next page)

Source	From	#	Topics	Responses	Response Time (Days)
Letters/faxes	•Parents	89	•Start times, complaints about school staff, home instruction, discipline, school performance and boundaries •Bus parking, teacher qualifications, condition of schools, boundaries and minority student achievement.	33	1 – 5
		35		23	6 – 10
	•Citizens, County, Corporate			16	11 – 15
				10	15 – 20
	7	> 20			
E-mails	•Various – mostly parents	*	•Complaints about school staff, grades, IEPs, discipline, bus stop locations, MRSA, weather delays, boundaries, Veteran's Day and elections (* thousands received, sampling of 181)	141	1 - 2
		29		3 – 4	
		7		5 – 6	
		2		7 – 8	
		2		9 or above	

- School Board Stakeholder Concerns (May 1, 2008, through June 1, 2008)

Issues	Contacts	Issue Closed Within	Contacts
Bell Schedule/Start Times	11	1-2 days	148
Boundaries	3	3-5 days	54
Budget	19	6-9 days	19
Calendar	4	10 or more days	27
CIP/Renovations	1	<b>TOTAL</b>	<b>248</b>
Employee Issues	11		
Grading	12		
School Issues	78		
Other	110		
<b>TOTAL</b>	<b>248</b>		

- FCPSInfo – 4,395 messages – one-third of complaints related to weather decisions
- FOIA Requests – 148 received, 130 processed on-time, 18 estimated fees declined

### Additional Highlights Not Specific to Indicator (examples)

- Study Circles on Changing School Start Times – approximately 50 parents
- Multi-lingual Parent Information Line – 245 responses in Korean, 58 in Spanish
- Neighborhood Colleges – six-session classes offered to Fairfax County residents

### 3. Provide opportunities for community involvement with FCPS, including, as needed, the formation of committees that offer community advice and expertise.

#### Highlights – Evidence of Compliance

#### 3a) Annually report on Advisory Committee membership, committee recommendations and the staff responses to those recommendations.

- Advisory Committees to the School Board – recommendations:
  - Determine synergies that could be created across advisory committees.
  - Ask committees to identify areas where budget savings are possible
  - Ensure advisory committees receive training in Situational Appraisal (or similar)
  - Give greater clarity to expected roles of the advisory committees
- Advisory Councils to the Superintendent
  - Superintendents Teacher Advisory Council (STAC) – October 3, November 7, December 5, January 2, February 6, March 5, April 2, and May 7
  - Superintendents Parent Advisory Council (SPAC) – October 2, November 27, February 26, and April 29

- Business and Community Advisory Council – September 25, October 30, January 29, March 25, May 13
- Employee Advisory Councils
  - Bus Drivers and Attendants – November 1
  - Custodial Services – September 26
  - Facilities Services Employees Advisory Council – January 10
  - Food Service – February 13
  - Office Personnel – February 21
  - Support Services – April 24
  - School Employees Benefits – October 3
- FAESP Meetings - September 6, October 4, November 1, December 6, January 3, February 7, March 6, April 3, May 1, June 5
- FAESP Board Meetings – September 6, November 8, January 10, February 14, April 10, May 8
- Middle School Principal's Association - September 19, January 16, April 16, May 21
- Middle School Principals Executive Board Committee - October, 12, December 14, February 8, April 11
- High School Principals Association - August 16, September 20, October 18, November 15, December 13, January 17, February 14, March 13, April 17, March 15 and June 5
- High School Principals Board – October 1, February 14
- Other Superintendent communications with employee (examples)
  - New Instructional Employee Orientation (four different groups)
  - Diversity Institute
  - Budget Meeting with Principals

**3b) Annually report on number of volunteers and number of volunteer hours.**

- 70,202 volunteers in schools provided a total number of 972,626 service hours
- Volunteer Support for Schools provided by the Family and School Partnerships
  - two Volunteer Coordinator and PTA president training workshops delivered
  - *Volunteer Coordinator Handbook* revised, updated, and sent to all FCPS schools
  - Monthly electronic mailings (newsletter, handouts, helpful tips, etc.) planned to all school Volunteer Coordinators and PTA presidents

**4. Establish mutually beneficial partnerships with the business, industry, and nonprofit organizations in the community.**

**Highlights – Evidence of Compliance**

**4a) Develop partnerships for 100 percent of schools with written agreements that clarify expectations.**

- 149 schools and centers (75 percent) had partnerships
- roughly one-third have business and community individuals as mentors
- 51 schools and centers are without an official partnership
- some schools have multiple official partners, unofficial partners, or undocumented official partners

**4b) Facilitate an annual kickoff event to include training and best practices for new and returning partnerships.**

- kickoff event was November 3, 2008
- estimated 200 people from schools, businesses, associations, community organizations, and religious groups attended
- general session and series of three workshops

- Bruce Oliver Leadership Awards were presented to: Business, Celeste Peterson; Senior Administrator, Raytheon; School Based, Didi Crowder, Pimmit Hills Alternative HS, FCPS

**4c) Support annually an awards ceremony that recognizes new partnerships, model partnerships, and long-running partnerships** – Partners in Education Awards ceremony presented 23 awards to outstanding participants among students, schools, staff, partners, and individuals mentors – May 21, 2008.

**4d) Maintain and publicize the donation web site as a service to the school system and the community at large to facilitate donations of all types to schools and departments.**

CONTRIBUTIONS TO ON-LINE PORTAL SINCE DECEMBER 2008				
Category	Offers	Accepted	Declined	Contact
Art Supplies	2	1	1	Tomhave
Furniture	36	34	2	Bowden
Medical Equipment	1	1		Glynn
Musical Instruments	35	28	7	Tomhave
Photography Equip	5	4	1	Tomhave
Technology	60	53	7	Zender
TV and Equip	11	7	4	Horgan
Transportation Items	358	358		Scango
Woodworking/Fabric	2	2		Cara Kirby
Books	13	2	11	Thorniley
Monetary	6	6(*1)		Garant
Prom Dresses	6	6		Granahan
Sports & Exercise	4	3(*2)	1	Curran
Other	17	10	7	Andrews
<b>Totals</b>	<b>428</b>	<b>387</b>	<b>41</b>	

\*1. Monetary donations frequently do not come through the web portal. 2. Not represented: two very large donations -- NFL/Poe MS and Lifetime Fitness/Multiple High Schools

**4e) Annual analysis of foundation contributions to FCPS including the Fairfax Education Foundation, individual school foundations, and certain community foundations.**

- ACE Education Scholarship and Training Foundation -- \$ 45,120 (July 1, 2007 to June 30, 2008)
- Apple Federal Credit Union Foundation – \$126,850. (July 1, 2007 to June 30, 2008)
- College Access Fairfax (July 1, 2006 to June 30, 2007) – Scholarships \$11,200.00, Trained personnel \$13,200.00 (Employee and tax costs), Printed material 2,000.00
- Fairfax Education Foundation – \$369,070 (July 1, 2006 to June 30, 2007)
- Foundation for Applied Technical Education – \$158,071.00 (July 1, 2007 to June 30, 2008)
- The Grevey Foundation – Amount not available (July 1, 2007 to June 30, 2008)
- J.E.B. Stuart Educational Foundation – \$102,500 (July 1, 2007 to June 30, 2008)
- TJHSST foundation (July 1, 2007 - June 30, 2008) – \$356,151 (cash); \$392,841 (in-kind); \$697,011 Grants to TJHSST
- Grants Related to Foundations (also see Appendix OE6 – Partnership Matrix, Department of Financial Services – Grants Section) – Examples: Allstate; CapitalOne; Fairfax County Public Library – Kingstowne; Institute of Museum and Library Services; National Board for Professional Teaching Standards; Raytheon; United States Department of Agriculture; Forest Service; Virginia Commission for the Arts; Wallace Foundation

**Additional Evidence of Compliance – Dr. Dale’s other regular interactions**

- Fairfax Chamber of Commerce
- Fairfax County Economic Development Authority, and others
- See Appendices OE4 and OE6 – Dale Calendar & Partnership Matrix

**5. Establish honest, effective relationships with the news media.**

**Highlights – Evidence of Compliance**

**5a) Annually review effectiveness, openness and cooperation of FCPS communication with the news media.**

- FCPS Cooperation with News Media – survey of 13 reporters conducted in March/April 2009 (only 2 responded); 7 media outlets regularly covering FCPS; generally positive relationship; most were the same reported working with FCPS during the prior period

**5b) Analyze the amount of coverage by the media as a result of news releases and tips created by the Office of Community Relations and school news liaisons.**

- 225 news releases were written and distributed.
- Approximately 82 percent of news releases were picked up by local media
- 513 media tips were written and distributed to media outlets
- Approximately 65 percent of media tips issued picked up by local media
- Most of this coverage was neutral
- A small percentage of the coverage was positive
- a small percentage of coverage was negative
- The widest, most positive coverage received by FCPS was from: The Sun-Gazette Newspaper; The Fairfax Times; The Falls Church News Press; The Connection Newspapers; The Washington Post
- Approximately 31 percent of news releases became feature stories in local print media, up from 15 percent during the 2006-07 school year.
- Coverage was steady throughout the nine-month school year
- Television tends to focus on news related to crimes and on controversial issues
- News releases that are not picked up by the press include: events or awards that are a repeat of years past; internal administrative changes; basic environmental projects; some faculty awards; events sponsored by other media organizations; alcohol awareness programs; conflict resolution/peer mediation conferences (2 per year)
- See Appendix OE 5 for: News coverage analysis; Media tips, Dr. Dale’s Calendar

**6. Establish effective working relationships with educational leaders in other local school systems, the Virginia Department of Education, postsecondary institutions, and national groups and officials.**

**Highlights – Evidence of Compliance**

**6a) Review annually and evaluate relationships and projects with local school systems, VDOE, postsecondary institutions, and professional organizations in advancing the school system’s goals and operational expectations.**

- Regular communication with the Virginia Board of Education (VBOE) and the Virginia Department of Education (VDOE)
- Dr. Dale’s regular contact with then State Superintendent Billy Cannaday on issues of mutual interest, for example:

- leading Virginia superintendents' advocacy to change LEP students' NCLB testing requirements (Dr. Dale named Superintendent of the Year)
- collaborating with the VDOE regarding problems with paper/pencil and online testing that put completion of the SOL testing calendar completion in jeopardy
- Superintendent's regular contact with local education leaders, including regular attendance at Region IV meetings of Northern Virginia School Superintendents and others
- Membership and regular attendance at conferences of the Virginia Association of School Superintendents, among others
- FCPS membership in the District Management Council, APQC, and Wallace Foundation (LEAD).
- Hosting of Wake County (NC) Public Schools and Prince William (VA) Public Schools (Family and School Partnerships Team)
- Research Partnerships (examples)
  - Responsive Classroom Efficacy Study (RCES) – with UVA, Goal 2
  - Algebra 1 Study – with John Hopkins University, Goal 1
  - Project READS – with Harvard University, Goal 1
  - The Office of Fine Arts – with George Mason University, Goal 1
  - The Office of Assistive Technology -- with the University of Kentucky and George Mason University, Goal 1

**7. Pursue effective and cooperative work with the County Board of Supervisors and county staff; local, state, and federal officials; legislative staffs; and agency officials in all levels of government.**

**Highlights – Evidence of Compliance**

**7a) Annually present budget and policy needs of FCPS to local and state officials.**

- Testimony delivered at the Governor's Luncheon, October 29, 2007.
- Presentation of School Board's Legislative Program, School Board's annual Legislative Breakfast, December 6, 2007
- Testimony delivered to the Regional Public Hearing of the Senate Finance and House Appropriations Committees, January 3, 2008
- Testimony delivered to the Fairfax Delegation Public Hearing at the Fairfax County, January 5, 2008
- Presentation(s) of FCPS budget priorities to the Fairfax Board of Supervisors: June 30, 2007, January 14, 2008, March 14, 2008, April 1, 2008
- Support for School Board Chair Presentation of the Advertised Budget to the Board of Supervisors, April 1, 2008
- Hosting of Post-Session Legislative Breakfast, May 28, 2008

**7b) Develop, update, and annually review with other government agencies FCPS budgetary needs, communications efforts and crisis management plans; which will include an analysis of other government agencies budgetary needs, administrative needs and concerns, and communications efforts and how they relate to FCPS needs and plans** – examples: Conducted Leadership Conference panel discussion on threat assessment and police/school-based relations, August 12, 2007; Improved the emergency school closing process (R1350); Updated Continuity of Operations Plans related to the threat of pandemic influenza.

**7c) Conduct quarterly meetings between appropriate FCPS staff and the County Executive and pertinent members of his or her staff to discuss issues related to the both levels of government.**

- Worked collaboratively with the County Office of Government Relations (OGR) on a joint legislative position included in the legislative program of both bodies
- Held regular meetings with the County Executive 16 times during 07/08 school year
- Family and School Partnerships personnel participated in Fairfax County Regions I, II, III, and IV Human Services Cross Agency meetings
- Family and School Partnerships contracted with Fairfax County Department of Family Services to provide (e.g.): ongoing training and consultation to 12 foster parent families; Nurturing Parenting Program facilitators for parent and child groups

**7d) Maintain regular and proactive oral and written communications with members of the Virginia General Assembly, Virginia’s federal Congressional delegation and relevant staff, relying on the School Board’s Legislative Program to guide such communications. Such communication shall include attendance at meetings, as well as regular monitoring, of the Virginia General Assembly and United States Congress; including relevant committee, subcommittee and study commission meetings, both during the regular legislative session and throughout the year, as well as submission of testimony and other written and oral input in legislative debates of importance to FCPS, including securing legislative sponsorships where appropriate.**

- State Communication -- maintained regular communications with all 26 House of Delegates and Senate of Virginia offices representing Fairfax County and with representatives from the Virginia Department of Education throughout the year
- State Meeting Attendance – present for the entire of the 2008 General Assembly Session, including the Reconvened Session; attended every meeting of relevant house and Senate committee; and monitored the proceedings of off-session State study commissions
- State Legislative Tracking – identified, tracked and routed for comment a total of 394 education-related bills, and provided formal written comment on both House and Senate proposed budget amendments, and on 54 pieces of legislation, with the following dispositions:

Written Comment	Eventual Outcome		
	Passed	Failed	Carried Over
Support	1	7 <sup>1</sup>	5 <sup>2</sup>
Oppose	2 <sup>3</sup>	14	2
Comment/Concern/Question	7 <sup>4</sup>	12	4

<sup>1</sup>includes one bill that failed, but the content of the legislation was referred for further study

<sup>2</sup>includes one bill that was incorporated into a different piece of legislation, which was eventually carried over

<sup>3</sup>includes one bill that passed, but which was amended, allowing FCPS to drop its opposition

<sup>4</sup>includes four bills that passed, but which were amended sufficiently to address the original concerns

- Achievement of Legislative Program Goals
  - Secured sponsorship of five pieces of legislation, based on the school board’s legislative positions: HB 1066 (Amundson), became law July 1, 2008; HJ 156 (Sickles) and SJ 62 (Barker), addressed as part of VDOE guidance; HB1053 (Scott, JM.) and SB 567 (Saslaw, incorporated into separate piece of legislation eventually carried over
  - secured sponsorship of three budget amendments: two would have provided funding to implement HB 1053 and SB 567 (neither included in the final budget); the third, introduced as Senate Budget Amendment 140 2s (Saslaw), increased the cap on reimbursements for Governors’ Schools by 100 students starting in FY 2010 – included in the Appropriations Act
  - successfully achieved in 2008 School Board legislative positions on implementing a reliable and valid portfolio-based LEP student assessment, and a best practices database for student wellness

- Federal Communication and Monitoring (examples)
  - attended regular meetings of the Committee on Education Funding
  - received regular updates from the Elementary and Secondary Education Working Group on Capitol Hill
  - attended congressional hearings on major educational issues, including sessions regarding the federal education budget and ESEA Reauthorization

**7e) Annually review and recommend updates to the Board's Legislative Program --** School Board's Work Session on changes to the Legislative Program was held on held October 15, 2007. See Appendix OE 7 – Final LP Changes for final set of OGR recommendations for changes to the 2008 Legislative Program.

**7f) Annually report on major policy decisions made by the Virginia General Assembly and United States Congress which will have an impact on FCPS. Such report will include analysis of required administrative action by FCPS, and planning for actions anticipated in the following year --** OGR produced a Final Narrative Report after each General Assembly Session (see Appendix OE7, and OGR now produces a separate document including only bills that passed during a Session (see Appendix OE7 – GA Final Passed).

**7f) Annually review crisis management plans and practice crisis management, including conducting at least two crisis exercises or workshops, one of which will involve local, state, and/or federal officials –** Propose eliminating 7f because this is covered in the Facilities MR, DCCO's role is outlined in 7b.

**Additional Evidence of Compliance –** See also Appendix OE7 - Dale Calendar.

## **8. Participate in diverse community activities and events as advocates for all students.**

### **Highlights – Evidence of Compliance**

**8a) Identify information sought, key messages to be sent, staff participants, and guidelines for participants.**

- FCPS Regional Parent Meetings -- March 4, April 3, and April 5, 2008
- Multi-Cultural Conference for Parents and Teens, and focus groups for Korean, Hispanic, and South Asian parents of teens
- Northern Virginia Realtor's focus group in Reston for citizens from diverse backgrounds, November 2007
- Events supporting families from diverse backgrounds – 14 activities and events attended, supported, and/or sponsored during 2007-2008

### **Additional Evidence of Compliance (examples)**

- Future Quest with George Mason University –November 21, 2009
- Celebrate Fairfax – answered questions about FCPS and gave away materials
- The Hispanic Leadership Alliance – named Jack Dale the 2007 Leader of the Year
- County Partnerships – partnered in the gang activity Prevention Initiative
- Fairfax Partnership for Youth – promoting positive youth development

**Summary Statement of the Superintendent –** recommend that the reporting date of the Community Relations Monitoring Report be changed to a Fall work session, closer to the reporting period.

**Date for Re-Monitoring:** April 2009