



# SACRAMENTO CITY UNIFIED SCHOOL DISTRICT BOARD OF EDUCATION

Agenda Item# 9.4

**Meeting Date:** July 21, 2011

**Subject:** Coherent Governance Operational Expectations (OE) Policy 3 – Treatment of Stakeholders

- Information Item Only
- Approval on Consent Agenda
- Conference (for discussion only)
- Conference/First Reading (Action Anticipated: \_\_\_\_\_)
- Conference/Action
- Action
- Public Hearing

**Segment/Department:** Office of the Superintendent

**Recommendation:**

Approve reasonable interpretation of Operational Expectations 3.

**Background/Rationale:**

On May 20, 2010, the Board passed coherent governance, Board Governing Policies that establish and govern the Board’s culture and its relationship with the Superintendent. As part of this model, the Superintendent and staff will make regular presentations regarding predetermined desired Results of various aspects of district administration. A work plan/schedule for these presentations has been developed by staff to ensure a thorough and detailed process. This presentation is regarding “Treatment of Stakeholders.”

**Financial Considerations:** None

**Documents Attached:**

1. Operational Expectations 3 – Treatment of Stakeholders

<p><b>Estimated Time of Presentation:</b> 5 minutes</p> <p><b>Submitted by:</b> Jonathan P. Raymond, Superintendent</p> <p><b>Approved by:</b> N/A</p>
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Sacramento City Unified School District

OE-3: Treatment of Stakeholders

July 21, 2011

I certify that the information in this report is true.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Jonathan P. Raymond, Superintendent

Disposition of the Board

Date for Monitoring: June, 2012

- Compliance
- Not in compliance
- Compliance with Exception

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Gustavo Arroyo, Board President

Comments:

\_\_\_\_\_  
\_\_\_\_\_

OE-3: Treatment of Stakeholders	Superintendent		Board of Education	
<i>The Superintendent shall develop and maintain an organizational culture that treats all people, including students, parents, the public and staff, with respect, dignity and courtesy.</i>	In Compliance	Not in Compliance	In Compliance	Not in Compliance

- BP and AR 0420 – School Plans/Sites Councils**
- BP and AR 0420.1 – School-Based Program Coordination**
- BP and AR 1220 – Citizen Advisory Committees**
- BP 5137 – Positive School Climate**
- BP and AR 5145.3 – Nondiscrimination Harassment**
- BP and AR 5145.7 – Sexual Harassment**
- BP, AR and E 6145.5 – Student Organization and Equal Access**

**Interpretation:**

I interpret “maintain an organizational culture” to mean that the school district and all of its employees operate using the core values of trust, respect, honesty, caring and integrity to guide their interactions with each other and with stakeholders outside the organization.

I interpret “treats all people, including students, parents, the public and staff, with respect, dignity, and courtesy” to mean that the school district values individual differences of opinion, reasonably includes people in decisions that affect them, provides open and honest communication and maintains an open, responsive and welcoming environment.

<b>OE-3.1</b>	<b>Superintendent</b>		<b>Board of Education</b>	
<i>The Superintendent will: Manage information so that confidential information is protected.</i>	<b>In Compliance</b>	<b>Not in Compliance</b>	<b>In Compliance</b>	<b>Not in Compliance</b>

- BP, AR and E 1340 – Access to District Records***
- BP and AR 4112.6 – Personnel Files***
- BP and AR 4212.6 – Personnel Files***
- BP and AR 4312.6 – Personnel Files***
- E 4119.21 – Code of Ethics***
- E 4219.21 – Code of Ethics***
- E 4319.21 – Code of Ethics***
- BP 4119.23 – Unauthorized Release of Confidential-Privileged Information***
- BP 4219.23 – Unauthorized Release of Confidential- Privileged Information***
- BP 4319.23 – Unauthorized Release of Confidential-Privileged Information***
- BP and AR 5125 – Student Records***
- BP and AR 5125.1 – Release of Directory Information***
- BB 9901 – Disclosure of Confidential Information***

**Interpretation:**

I interpret “manage information” to mean that the school district will follow the legal guidelines to assure that confidential information is only shared with legally authorized individuals.

I interpret “confidential information is protected” to mean that the school district will have systems and a process in place to assure that confidential information is only retrievable by authorized personnel. Electronic systems have been created, maintained, and consistently updated to assure the protection of private data. All technology systems have multiple levels of security.

**Indicators for Compliance:**

- Percentage of Uniform Complaint Procedure claims related to breach of confidentiality or violations of the Family Education Rights and Privacy Act
- All computer systems are password protected and users are assigned with appropriate security credentials to access resources

- All computers have up-to-date security protocols for information systems (such as a data back-up systems in place, up-to-date firewalls, and regular security audits)

OE-3.2	Superintendent		Board of Education	
<i>The Superintendent will: Maintain processes for effective handling of complaints.</i>	In Compliance	Not in Compliance	In Compliance	Not in Compliance

- BP 1312 – Complaints Concerning Schools***
- BP, AR and E 1312.1 – Complaints Concerning District Employees***
- BP, AR and E 1312.2 – Complaints Concerning Instructional Materials***
- BP and AR 1312.3 – Uniform Complaint Procedures***
- AR and E 1312.4 – Williams Uniform Complaint Procedures***
- BP and AR 4144 – Complaints***
- BP and AR 4244 – Complaints***
- BP and AR 4344 – Complaints***

**Interpretation:**

I interpret “maintain processes” to mean that the school district has a system in place that is designed to routinely review and appropriately and completely respond to all district complaints.

I interpret “effective handling of complaints” to mean that complaints or concerns are received, reviewed and responded to in a timely manner using an appropriate and respectful approach and acted upon whenever necessary.

The district shall follow uniform complaint procedures when addressing complaints alleging unlawful discrimination based on actual or perceived sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color, mental or physical disability or age in any program or activity that receives or benefits from state financial assistance

I interpret “complaints” to be written or oral statements that express discontent with aspects of district operations or those that identify specific grievances an expression of displeasure.

Uniform complaint procedures shall be used when addressing complaints alleging failure to comply with state and/or federal laws in adult education, consolidated categorical aid programs, migrant education, career technical education and training programs, childcare and development programs, child nutrition programs, special education programs, and federal school safety planning requirements.

**Indicators for Compliance:**

- Percentage of uniform complaints filed.

- Percentage of complaints investigated and resolved in a timely manner.
- Percentage of appealed claims.

OE-3.3	Superintendent		Board of Education	
	In Compliance	Not in Compliance	In Compliance	Not in Compliance
<b>1. The Superintendent will maintain an organization culture that:</b>				
<i>a. Values individual difference of opinion;</i>				
<i>b. Values and respects cultural diversity;</i>				
<i>c. Reasonably includes people in decisions that affect them;</i>				
<i>d. Provides open and honest communication in all written and interpersonal interaction;</i>				
<i>e. Focuses on achievement of the Board's Results policies;</i>				
<i>f. Maintains an open, responsive and welcoming environment; and</i>				
<i>g. Promotes collaboration and teamwork;</i>				

- BP and AR 0420 – School Plans/Sites Councils**
- BP and AR 0420.1 – School-Based Program Coordination**
- BP and AR 1220 – Citizen Advisory Committees**
- BP 5137 – Positive School Climate**
- BP and AR 5145.3 – Nondiscrimination Harassment**
- BP and AR 5145.7 – Sexual Harassment**
- BP, AR and E 6145.5 – Student Organization and Equal Access**

**Interpretation:**

I interpret “values individual differences of opinion” to mean that the district seeks and incorporates multiple perspectives.

I interpret “values and respects cultural diversity” to mean that the district shall create and sustain a climate where stakeholders show consideration for, and treat with deference, the beliefs, values, arts, linguistic expressions and other elements of work and thought characteristic to the diverse populations represented.

I interpret “reasonably includes people in decisions that affect them” to mean that stakeholder perspectives are appropriately incorporated whenever possible when making decisions that impact them.

I interpret “provides open and honest communication in all written and interpersonal interaction” to mean that the school district provides accurate and truthful information in all forms of communication and makes every effort to be open and transparent while following confidentiality laws and district processes and timelines.

I interpret “maintains an open, responsive and welcoming environment” to mean that the school district is a safe environment for stakeholders to offer perspectives. The district responds to complaints or requests by listening and acting in a fair manner. The district welcomes and includes stakeholders from all aspects of the district when possible or appropriate.

I interpret “promotes collaboration and teamwork” to mean that the school district is inclusive, works collaboratively, and listens to and values the input of students, parents, staff and community stakeholders.

**Indicators for Compliance:**

- Central Office Annual Customer Service Survey data
- School Climate Surveys
- Percentage of schools receiving Welcoming Schools Certification