



# KINGSWAY'S SCHOOL MANAGEMENT SYSTEM STORY

TASS on Tour - July 2024



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# BACKGROUND

## **Old School Management System (SMS) – MAZE**

- Had for 25 years
- Had made it KCC's own version of MAZE – no longer standard
- Departments very Siloed

## **2019 Business Case Analysis for new SMS System**

- Senior Leadership Team (SLT) Decision
  - Principal, Deans of Primary, Secondary and Christian Formation
  - Directors of Community Engagement, Corporate Services and Information Technology

# BACKGROUND

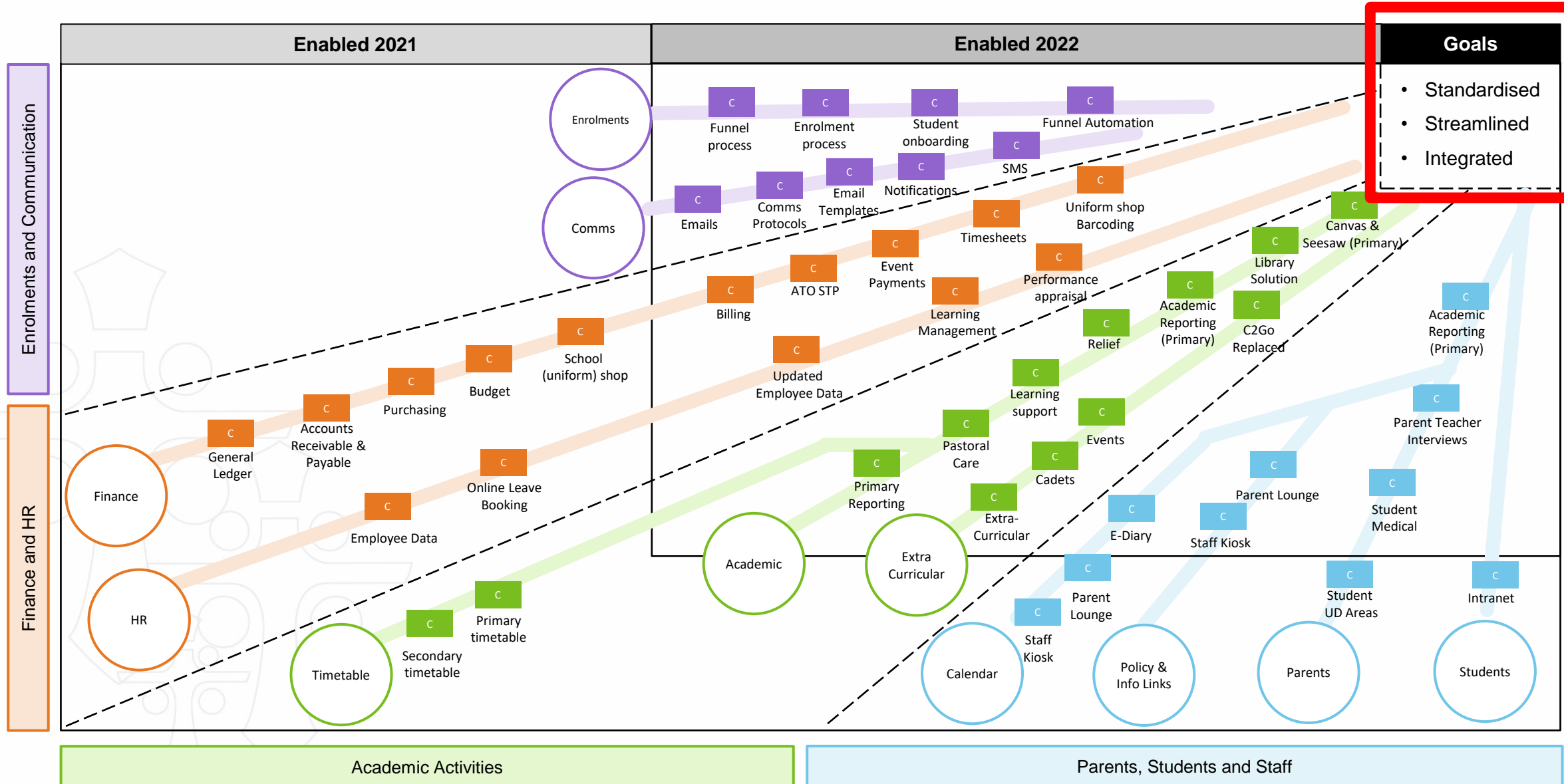
## **2020 COVID..... 2021 TASS “Go Live”**

- April hols - Student Admin
- May with Finance
- July with Payroll

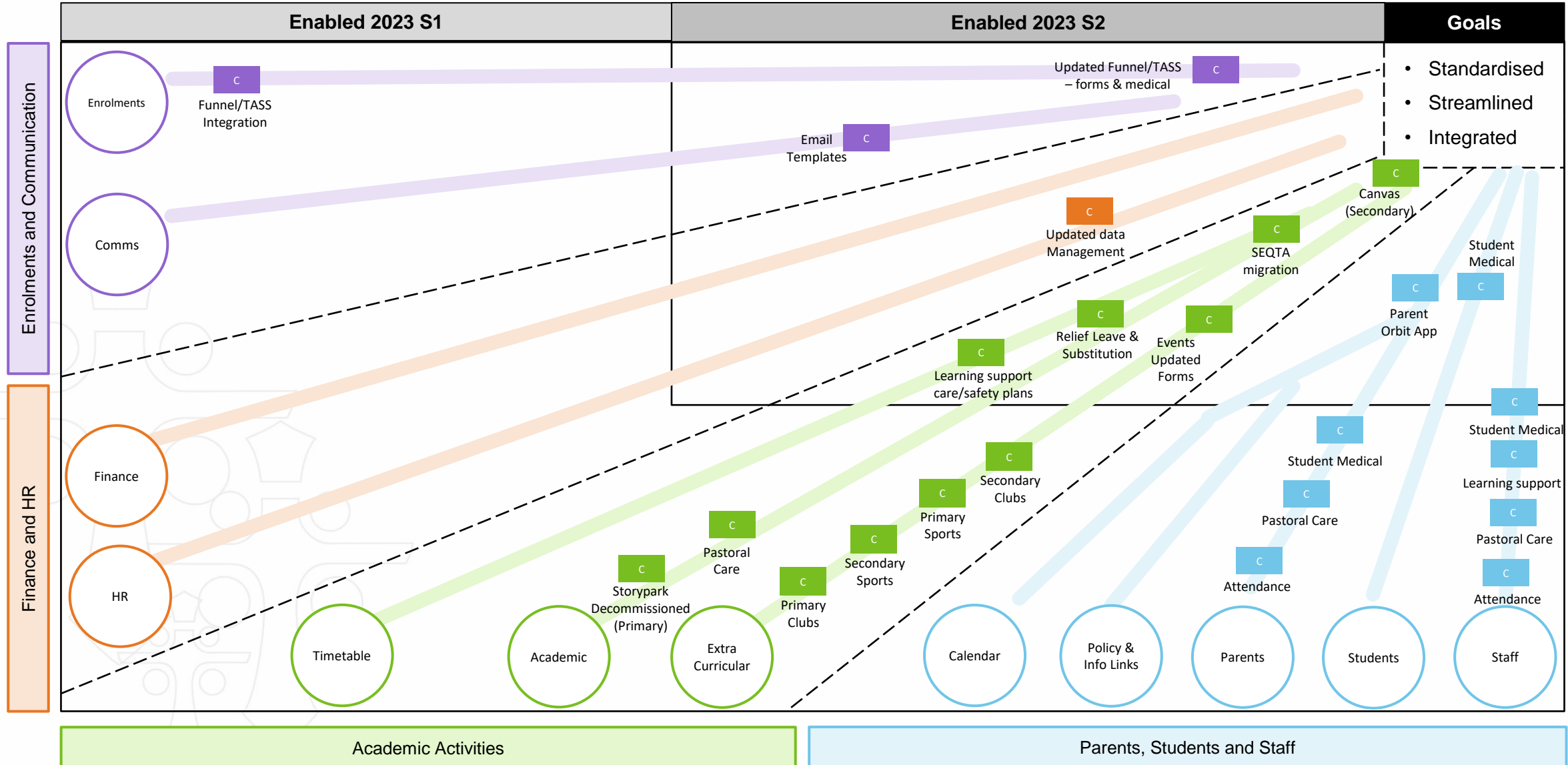
## **Otherwise up to School.....**

- KCC set up a Roadmap
  - Mapped out a prioritised implementation approach, sequence and schedule

# School Management Capability Roadmap (2021/22)



# School Management Capability Roadmap (2023)



# REALITY CHECK – WHAT DID WE LEARN?

**SMS is a significant investment** - not just about the money....

- Staff – Change Management – MUST take them on the journey
- Time & Resources for :
  - Engagement
    - to understand staff's current processes
    - in some cases also the output
  - Training
    - Learn how TASS does a process
  - Create a new Process
    - Community and TASS engagement
  - Training for active Stakeholders
  - Communication to other Stakeholders



# REALITY CHECK – WHAT DID WE LEARN?

## MOST IMPORTANT Decision for KCC

- SLT needed to make time and be **Actively** involved
  - Lead the move to TASS
  - Lead the “Practise of the Pause”
  - Engaged in the areas that impact their staff
    - I.e. Attendance / Pastoral Care & Learning Support
- How to ‘extract value’ in our Functional Processes by:
  - Standardising
  - Streamlining and
  - Integrating functional

Goals
<ul style="list-style-type: none"><li>• <u>Standardised</u></li><li>• Streamlined</li><li>• Integrated</li></ul>

Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.

Viktor E. Frankl



# WHAT DID WE LEARN – DIFFICULTIES ☹️

- Change of any major system is a change agent & schools are generally change adverse
  - This was certainly how areas of KCC operated
    - E.g. “This is how we want to continue / the TASS system to work”
  - A person’s daily work defined by set of screen steps/buttons and terminology not always full understanding of Output
- TASS implementations are setup focused
  - Hard if you don’t have staff fully understanding a system set up
  - Takes time to tease out and work through:
    - Processes & required internal changes (resulting in some back & forth)
    - Interplay across process functionality (i.e. Community+)
    - Harder again if wanting or needing to change interactions across departments/roles

# WHAT DID WE LEARN – POSITIVES 😊

- Redefined a focus into new “Role based” process management
  - Integration of processes and departments
  - Clearer job descriptions and so expectations and accountabilities
- Facilitated the quicker delivery of other TASS portals so TASS functions fully utilised:
  - Staff Kiosk (& Mobile Orbit coming T3)
  - Parent Lounge & Mobile Orbit
  - Student Café
- Empowered parents to perform self-service administration
- Goals of SLT Decisions meant interactions of TASS with other systems easier
  - Consent2Go – removed
  - SEQTA - replaced with Canvas for LMS

# LAST FYI...

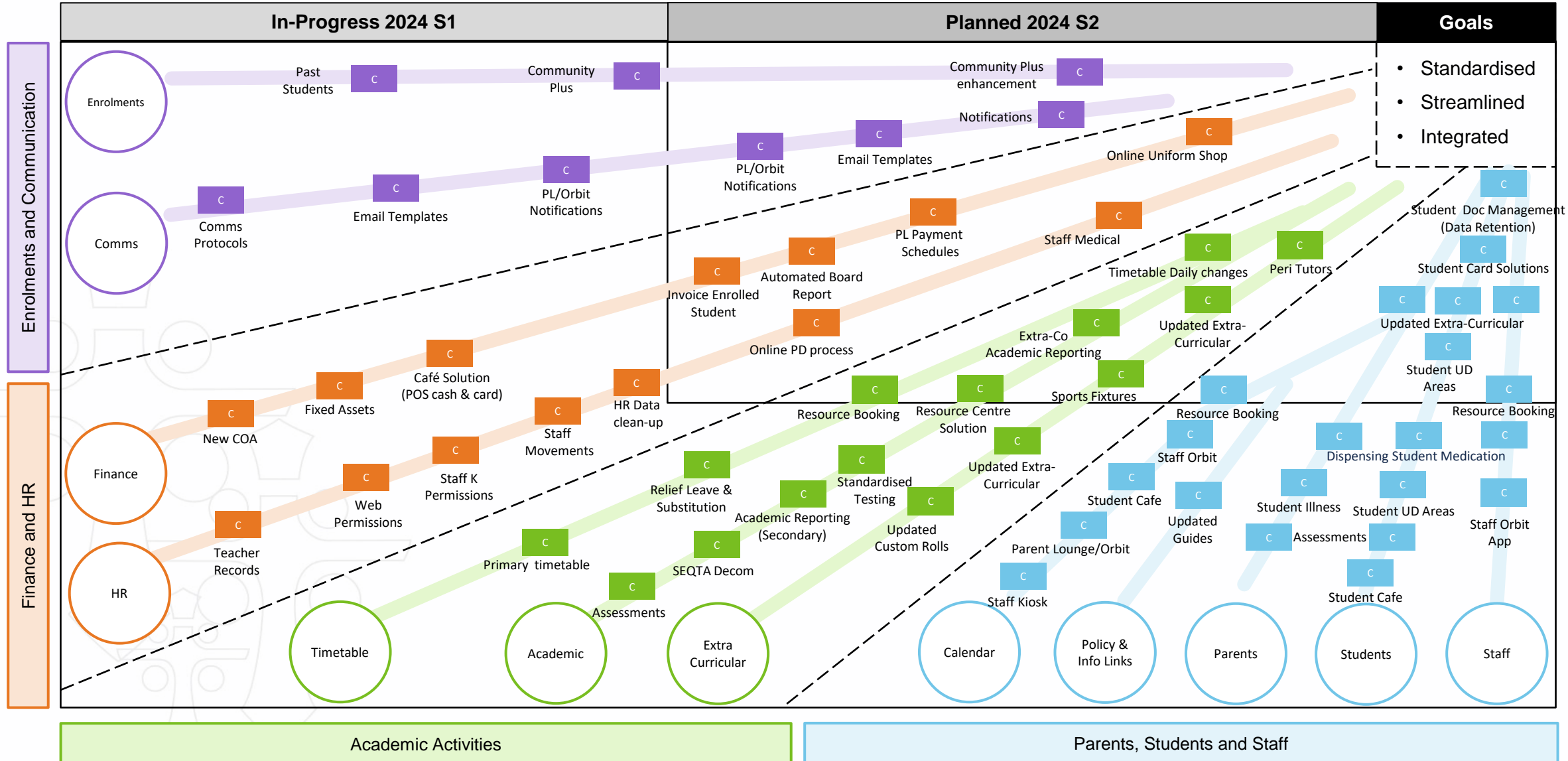
- SMS is a continual Implementation, Enhancement and Process Improvement task
- Not just “Setup and done”
  - Sometimes only really discover the abilities of the functionality once implemented
    - I.e. GL
  - Leading to “if only we had known” or now we know, lets reset it up
- Continual revaluation and refinement of datasets, setup, processes & roles
  - Continual review, discussions and decisions by SLT
  - Continual engagement of staff in process enhancement / improvement
    - I.e. UD Areas as more functionality comes onboard
- KCC has a Fulltime - Administration Assistant (Systems) role

# FORWARD FOCUS – SO NOW WHAT!

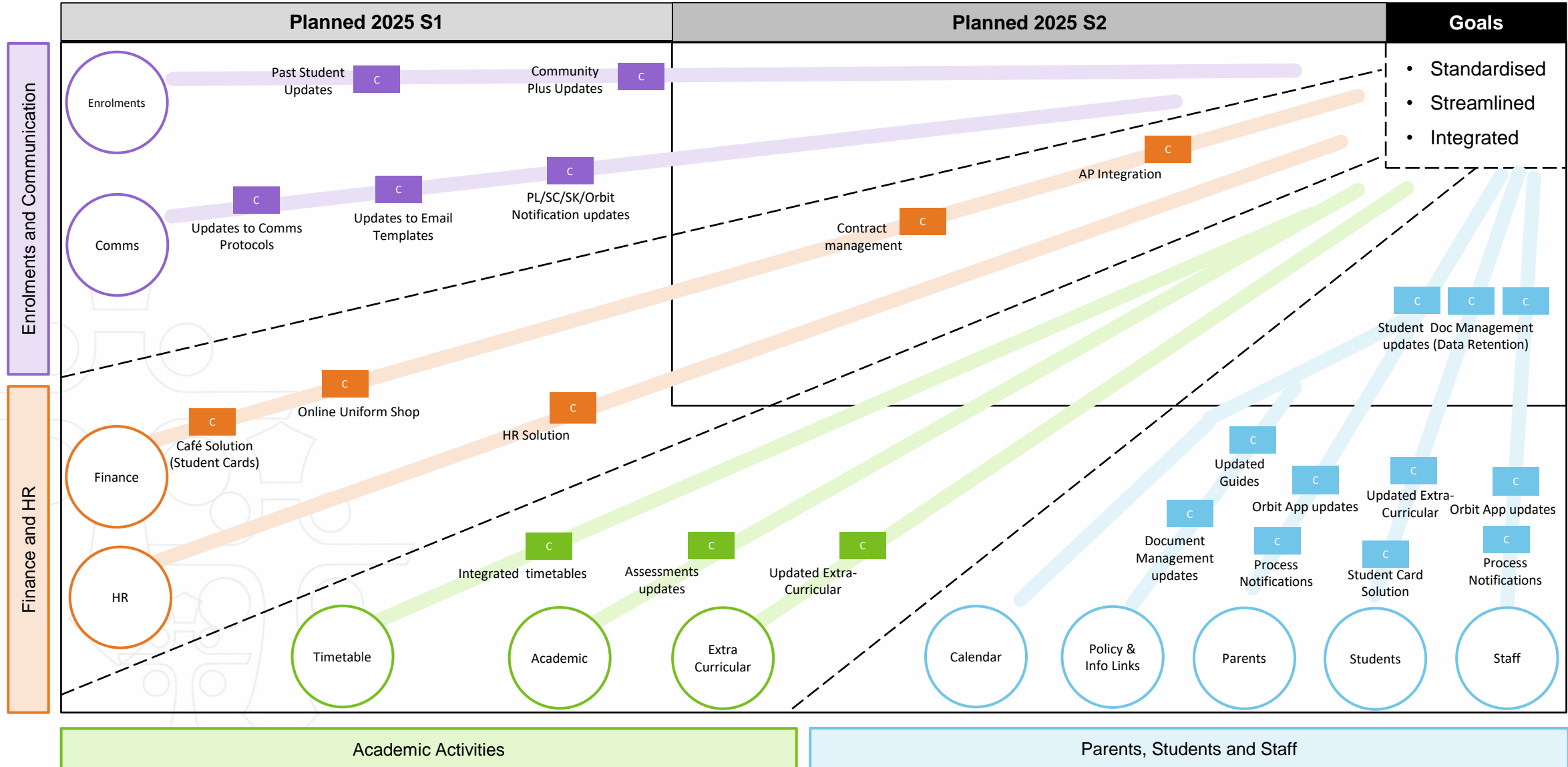
- Continual review, discussions and decisions by SLT
  - KCC vs TASS vs Process Output
- Engagement of staff in process functional journey
- More involvement with TASS and other schools
  - Don't do a KCC only solution – think bigger/better...
  - Engagement on the Forum, with other schools in
    - SIG's (special interest groups) i.e. Staff Orbit
    - New feature releases i.e. Student Medication Dispensing
    - Roadmap items i.e. online school shop
- More complete process functionality, TASS – with *emphasis on end-to-end processes*
  - Timetable & Substitution with Employee leave >> Relief Officer
  - Extra-Curricular >> Similar functioning to Events, roll out for Peri tutors
  - Orbit apps >> Medical: Illness Log visibility & dispensing schedule logical for parents/staff



# School Management Capability Roadmap (2024)



# School Management Capability Roadmap (2025)



ANY QUESTIONS?

