



Re-Envisioning Central Office as a School Support Hub

Literacy, Numeracy, SEL

WHERE WE ARE: Perceptions of central office as disconnected from schools hampered the ability of the district to provide the best supports in the timeliest manner.

Under Dr. Battle's direction, the central office has been officially rebranded the Support Hub. This rebranding incorporates physical changes that include renaming the building "Support Hub," making it more inviting, providing wayfinding, and incorporating student artwork into the hallways of the building. This rebranding has also been accomplished through a refocusing of the mindset and atmosphere of the district offices and leadership to think first about what we can do to better serve our schools, and not what schools or school-staff can do to better serve the district.

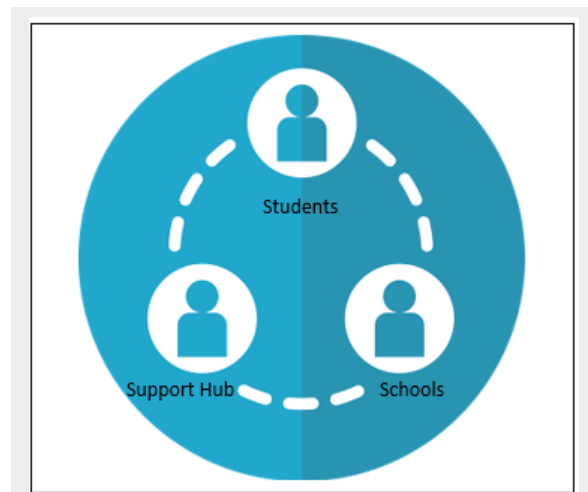
WHERE WE ARE GOING (2021-2022): Rebranding as the Support Hub must be reinforced by continual improvements in culture and climate within the district leadership and staff on how to best serve the students, families, and staff who make up MNPS. Focusing on customer service, employee satisfaction and retention, and professional learning at the school and district level will help achieve these goals. The sole purpose of the Support Hub is to support, guide, lead and work as problem solvers for our main stakeholders: schools, employees, families and students. The Support Hub will work to remove barriers to success, rather than create them, and identify and implement the policies, procedures, and strategies that will enable that to happen.

MEASURABLE GOALS:

1. Each division in the support hub will create a set of departmental goals and objectives that clearly aligns to the district core tenets.
2. Continue to monitor and support the consistent presence of the support hub staff within the schools.
3. Implement evaluation and accountability metrics that monitor the support hub in effectiveness in providing resources and support to schools.

AT A GLANCE

- **Challenges:** Perceptions of central office as disconnected from schools hampers its ability to provide the best supports in the timeliest manner.
- **Opportunities:** The district is committed to strengthening central office-school partnerships through rebranding central office as a support hub and reshaping its culture accordingly. The central-office support hub will partner with school-based leaders to assist them in creating academically rigorous cultures.
- **Outcomes:** Personalized, consistent school supports, alignment of resources, timely responses to schools
- **Partnerships:** CO departments, schools, community



INITIATIVE LEADS:

Melissa Roberge, *Chief of Human Resources*

Hank Clay, *Chief of Staff*