

Optimizing Teacher Experience: Data-Driven Solutions for Teacher Retention



**Jace
Dallman**

Research Data Scientist, Research Division
// Omaha PS



**Scott
SchmidtBonne**

Executive Director, Research Division
// Omaha PS

Agenda

1

Current Landscape

2

Solution Overview

3

Next Steps

4

Considerations & Takeaways

5

Questions

Current Landscape

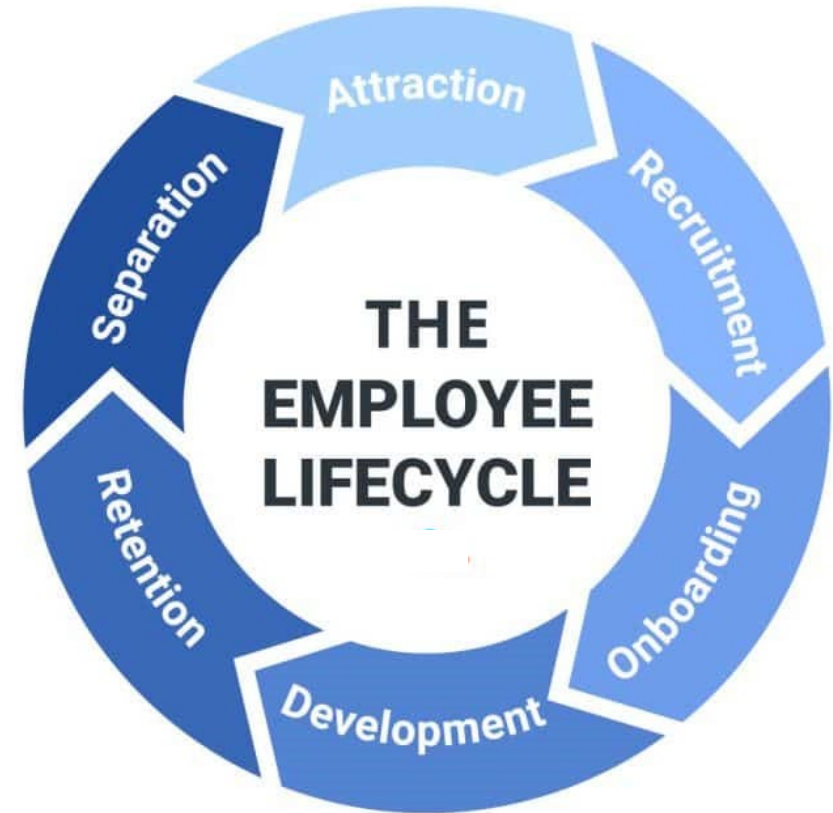
- 2016 Needs Assessment
- National Teacher Shortage
 - Retaining qualified staff has been a challenge in recent years
 - Most districts spend in excess of \$30,000 in recruitment costs for each successfully hired teacher.
- Current priority in Strategic Plan of Action

Solution Orientation

Employee Experience Program

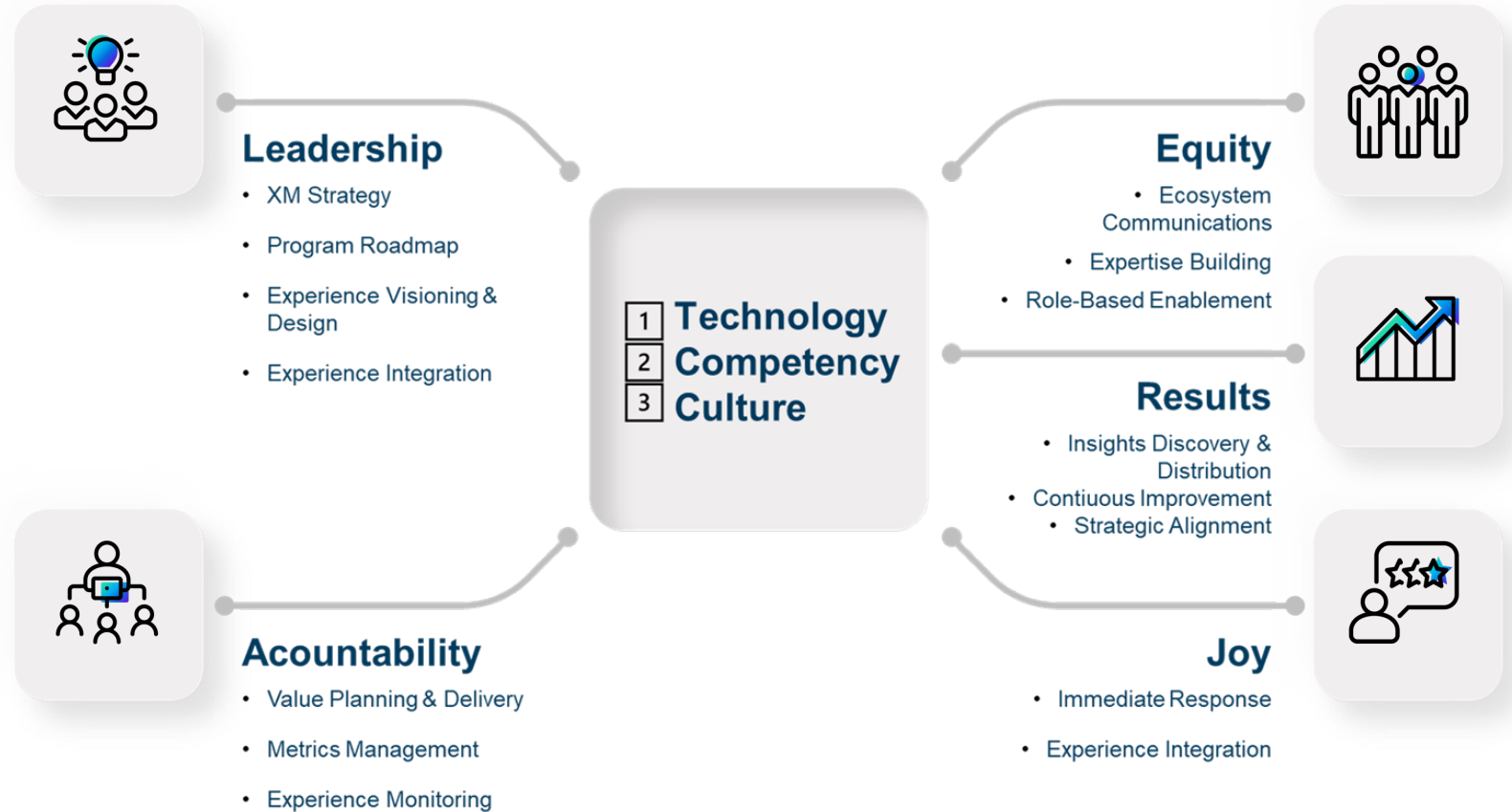
Objective: Enhance the agility in gathering feedback and disseminating insights promptly to create a robust, highly engaged workforce that's resilient to turnover

- Semi-automatic to remove arduous manual tasks
- Better, faster, and comprehensive support
- Leaders need access to data on-demand



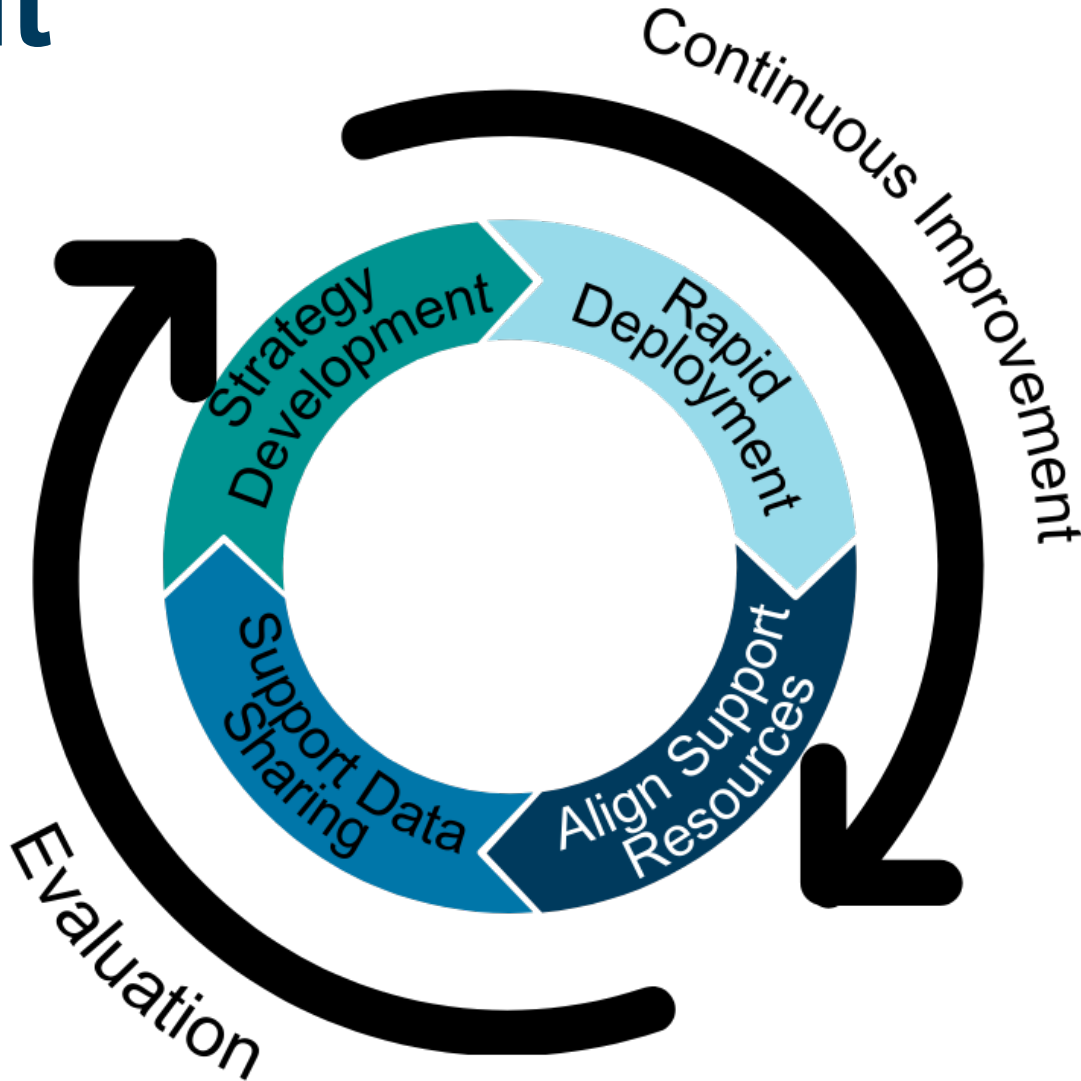
XM Framework

- Designed to align with OPS Norms & Values
- Develop each competency to maximize the utilization of both experiential (X) and operational (O) data.
- Look for future opportunities to incorporate XM





EX Rollout



Program Implementation

30/60/90 Day Onboarding

Aligned to OPS Values & Norms

Key Performance Indicators

- + Job Satisfaction
- + Organizational Commitment
- + Self-Efficacy

Moves

- + Met Expectations
- + Belonging
- + Autonomy
- + Connection/Relationships
- + Job Demands/Resources
- + Turnover Intentions

Engagement

Stratified sample of tenured staff

- + Initial focus on teachers

Necessary for district & building leaders to drive organizational effectiveness

Incorporates close-loop support to increase support and develop deeper communication with TAC

Designed to spur action to improve the end-to-end teacher experience.

Exit

Enhanced automatic distribution

- + Work & Personal Email
- + Text Message
 - No Duplication

Expansion of dashboard access.

Collaboration with HR for building level insights & action.

Future: Predictive analytics for turnover intentions.

Benefits of Teacher Retention

Academics

- + Class Size - With fewer teachers and the same number of more students, class sizes grow.
- + Research indicates that new teachers grow dramatically in capability and efficacy over their first years in education. Retention ensures a higher quality of instruction for our students.
- + We seek to hire teachers matching our students demographic diversity, but we often lose these staff keeping us at about 2.4% of teachers for over a decade.

Financial

- + Most districts spend in excess of \$30,000 in recruitment costs for each successfully hired teacher. Not having to hire for their position again for three years recoups these costs.
- + Development costs are also lost if a teacher leaves before students benefit from this development.
- + Currently, minor and major support needs are reliant on our limited Central Office supports. This effort would allow lower order informational needs to be addressed asynchronous and reserve our human resources for support on more complicated or higher order needs.

Industry

- + Our teachers have invested in becoming teachers. When they are not retained in the industry, they largely lose these investments.
- + While some turnover is not bad, we likely are losing teachers who may have been fantastic if properly retained and developed. This denies them the impact they came to education to make.
- + When teachers leave the industry, the likelihood of one of their other family members or friends coming to the industry - based on the former teachers advocacy - is lost.

Current Data/Updates

- Onboarding pulses started Aug 12th
 - Ticketing goes live Oct 24th
- Exit Survey is live
 - Bringing over 2023-24 historical data
 - Dashboard redesign
- Projected ROI

Upcoming Initiatives: Scaling XM Adoption

- Champion Enablement
 - Develop training to facilitate SME support through ticketing process.
- XM Competencies
 - Continue to develop skills associated with the XM Framework to empower leadership.
 - e.g., Metrics Management, Experience Monitoring, Continuous Improvement
- Engagement for Tenured Staff
- Expansion for All New Staff

Considerations

1

Planning Fallacy Bias: Plan began with an aggressive timeline. Then the approval for our Qualtrics expansion took two more months than anticipated.

2

Criticality of Collaboration: From Champions and Subject Matter Experts (SMEs) to technical support (e.g., automations and topical considerations), collaboration is key.

4

Tight and Loose Approach: Beginning an initiative of this size will include known support needs areas and many more unknown needs (e.g., reasons and prevalence of employee groups contacting other functional work areas and if/where development is provided on topics of high prevalence).

Key Takeaways

1

Retaining teachers is beneficial academically for our students, fiscally responsible, and supports the education industry.

2

Shared responsibility to respond to the needs of new teachers will produce more developed staff which is shown to impact student outcomes.

3

Increasing the availability of data across functional areas leads greater system-wide improvements.

4

The XM Framework provides a guide to not only scale the EX program to all staff, but to incorporate XM to all stakeholders.



Questions?