

### Quarterly Review and Updates to the Staff Morale Plan

<b>S</b>	<b>STUDY:</b> To be completed quarterly and at end of school year
<b>Summarize Data to Date</b>	<p>Milwaukee Public Schools uses secret shoppers, including trained safety experts, to monitor visitor policy enforcement for improved customer service and school safety. Reports from these visits are shared with school leaders and with safety and office personnel. Over 50 secret shopper visits have taken place. Extremely effective safety practices have been documented at eight sites where staff was very welcoming, professional, and knowledgeable and visitors were screened and monitored as they entered each site. About 30 sites were welcoming and supportive, yet areas for improvement, such as improved signage and the involvement of safety assistants, were noted.</p> <p>Milwaukee Public Schools and the City of Milwaukee Police Department are working together to establish a memorandum of understanding (MOU) to fulfill the requirements of Wisconsin Act 12. This law mandates that at least 25 school resource officers be present in district schools during regular hours as well as at certain additional times and events. The MOU has undergone review by the safety committee and is awaiting review by the City of Milwaukee city attorney.</p> <p>The district has filled all safety assistant vacancies this school year.</p> <p>The Office of Human Resources held two pre-retirement seminars for eligible employees, covering pension and retiree health and life insurance benefits. A total of 321 employees attended, receiving information on next steps and contacts for further inquiries.</p> <p>Staff from the Office of Human Resources visited two schools to answer HR, benefit, retirement, and leave questions from staff.</p> <p>The team held a meeting with representatives from the Office of Human Resources and the Department of Communications and Marketing to investigate the possible use of electronic/online benefit communications options such as artificial intelligence and chatbot.</p> <p>This quarter, the team developed a misconduct training to be delivered to administrators in April 2024. This provided information on systems and updates to our practices.</p> <p>The team facilitated a collaborative leadership/shared leadership professional development for school-based administrators and non-school-based administrators, which took place on April 3, 2024.</p> <p>The team established a staff morale committee in February 2024 with the objective of developing a survey to measure the current status of employee morale/value. Members shared methods to increase staff morale, and the committee concluded that methods are not consistent and need to be more personalized, especially from direct supervisors.</p>
<b>Color Coding</b>	<p><b>On your action plan, color code the steps that you planned for this past quarter (8):</b></p> <p><b>Green</b> – Action step completed (2)</p> <p><b>Yellow</b> – Action step in progress (5)</p> <p><b>Red</b> – Action step was not started as planned (1)</p> <p><b>Blue</b> – Timeline extended (4)</p>

<p style="text-align: center;"><b>Analyze how these data give evidence to your progress on the plan.</b></p> <p>Secret shopper reports show that the district has overall consistent practices to monitor school visitors. These site reports show increased staff awareness of effective safety practices at school sites aiming to limit the access or presence of unauthorized guests or disgruntled visitors to our school sites.</p> <p>The safety committee is waiting for the City of Milwaukee city attorney’s feedback on the MOU. Once the MOU is approved, we will meet with the police department to coordinate training of school resource officers as well as identify locations to which school resource officers will be assigned. This will help us address safety concerns at schools.</p> <p>The internal staff morale committee has been formed and has collected data on both past and current practices aimed at boosting staff morale. This shows our progress toward actively engaging in improving staff morale.</p> <p>We had a large turnout for both pre-retirement seminars with good employee participation. Employees left with information about the next steps for retirement and contacted the Department of Benefits, Pension, and Compensation with follow-up questions. This demonstrates that we met a need that was indicated in last spring’s survey.</p> <p>The team is making progress on implementing procedures and processes in accordance with board policy to recognize staff for their years of service and retirement from the district. This demonstrates our progress in addressing the concerns raised by staff about recognition.</p>	<p style="text-align: center;"><b>Analyze the data that give evidence to lack of progress toward the plan.</b></p> <p>We extended the timeline for the survey of current practice and impact on staff morale, as well as the analysis of that survey’s data, to align with the 2024 strategic plan survey this spring. This way, multiple separate surveys were not developed and distributed.</p> <p>We extended the timeline to investigate an electronic/online feature for employees to ask benefit questions via the district’s website. More exploration of artificial intelligence and chatbot functionality and accuracy is needed. Additionally, this work is impacted by the district’s website redesign.</p> <p>We extended the timeline for reviewing sections of the Employee Rules of Conduct that need to be addressed with supervisors and employees districtwide. Further clarification is needed.</p>
<b>A</b>	<b>ACT:</b> Revise or continue with implementation based on data analysis
<p><b>What will you change about your plan for the next quarter?</b></p> <p>We will hold additional meetings to investigate electronic/online communication for gathering data on benefit emails and calls. Also, we will conduct further research on the implications of using automated electronic communication methods.</p> <p>We will seek clarification on the sections of the Employee Rules of Conduct that need to be addressed with staff to ensure consistent enforcement of policies.</p>	