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Success Stories!

K-20 Education Reorganization



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New K-20 Focus on Governor's Top Priority

Just Read, Florida!



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Reading: DOE's Foundation

- Reading Office made a direct report
- Director added to Commissioner's Cabinet
- Positions added in Reading Office
- Subject of first global e-mail to 82,000 Florida Teachers
- K-20 grants required to be tied to reading
- State's colleges and universities now focused on reading
- Top down implementation at DOE - All managers in reading loop
- Reading kiosk in Turlington Building lobby
- Reading mentor program planned department wide



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Next Steps

- Develop plan to clarify to employees the role each can play in making reading a part of each task.
- Pursue tying reading with mentoring activities to invigorate the mentoring program
- Recruit CORE/MORE volunteers within DOE



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Success on DOE's Service Side

What it looks like . . .



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K-20 Support Services

Before:

- 3 personnel offices
- 3 financial offices
- 3 legal offices/support staff
- 2 print shops
- 2 warehouses
- 2 mailrooms

73 Positions



After:

One K-20 support operation

66 Positions



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Technology Upgraded and Consolidated

Before:

- 3 e-mail domains
- 5 telephone systems
- 5 web homepages
- 4 servers and 4 firewalls
- NO wireless service
- NO paperless communication system



After:

- 1 e-mail domain
- 1 telephone system (I TN out)
- 1 homepage
- 1 server and firewall
- 1 HelpDesk
- Wireless mail synched with desktop
- 100% paperless communication with school districts



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K-20 Governmental Affairs Serves All Sectors

Before:

- No K-20 electronic tracking system or training on bill analysis procedures
- No K-20 public/private collaboration on programs or budget areas
- No uniform policies on legislative reporting or contacts
- No policy coordination with Governor's Office
- No communications plan to disseminate information



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After:

- State-of-the-art software and training available to all staff
- Weekly staff meetings include K-12, workforce, higher ed, PTA, Choice advocates, superintendents, independent institutions, school boards, etc.
- All staff with legislative responsibilities trained on reporting
- Regular meetings with Governor's staff to discuss policy issues
- Newsletter, daily e-mail summaries of legislative committee meetings



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Implementation of *Operation Excellence*

- Align all K-20 DOE activities with Governor's Sterling criteria
- Certified Manager Program
- Core Process Mapping
- Performance Scorecards
- Quality Assurance Program
- Leadership Challenge Program
- Six Sigma (objective, statistics-based problem solving techniques)



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Next Steps

- CPM underway; planning now for next entry group
- Emphasis on succession planning
- Lead by example
- Plan engagement strategy for DOE employees
- Other projects in preparation



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Unified K-20 budget presented to Legislature

- 2002 budget first ever to show total education \$\$\$
- Reduces territorialism and requires all sectors to work for equitable funding
- Allows department to seek funding according to Governor's priorities



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Success on DOE's Program Side

What it looks like . . .



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Direct e-mail Communication

- 82,000 teachers on e-mail list compiled by FIRN
 - built in capacity for responding to Commissioner
- Weekly dissemination of e-mail planned
- First message stressed reading
- Second e-mail conveyed Governor's Inaugural Speech so teachers can see the education message
- In production: FCAT and liability insurance messages



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Expansion of FACTS electronic advising system to include high school students

- High school audit feature starts in February
- On-line access to high school course records
- Able to query for courses needed for Bright Futures
- High school students can see what each university requires for admittance



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Accountability, Research, and Measurement

Consolidation of K-20 accountability and data staff

ARM allows DOE to:

- Be proactive in forecasting educational needs
- Be responsive to legislative accountability requests
- Plan K-20 – upstream to downstream



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Before ARM

No communication between
K-20 research, policy and data collectors

Example:

- SBE requires algebra for graduation?
- That means more algebra teachers will be needed.

No mechanism in place to tell Colleges of Education,
which must produce more qualified math teachers.



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After ARM

All sectors at the table
when decision with K-20 implications made

Example:

- Community Colleges know remediation needs
- ARM has supporting data to share with K-20

Colleges of Education now know where K-12
teacher preparation programs need improvement



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All K-20 Data Collection in ARM

Producing better and more reliable data
for a variety of educational issues,
particularly funding - FEFP



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K-20 Strategic Imperatives force communication and cross-training

- Each imperative team is K-20 in composition
- Provides opportunity for expanded view of issues from K-20 versus sector perspective
- Expands network of relationships with DOE staff around common issues
- Requires staff to expand knowledge base and learn more issues



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Here's what long-time employees are saying about K-20 Consolidation. . .

"Frankly, the K-20 model is the best system I've ever seen."

-K-12 Manager with 20+ years at DOE

"We're really glad to have the chance to show how we are working with the K-12 community,"

-Colleges and Universities Supervisor

"The K-20 'team' approach to issues makes it easier to identify barriers and solutions,"

-Community Colleges Senior Manager

