CULTURE

DIFFERENT ROLES.
DIFFERENT LOCATIONS.
ONE ROE4.

WHERE OUR **CALL TO ACTION BECOMES SOMETHING WE *DO*,** NOT JUST SOMETHING WE KNOW.

Creating a strong culture means intentionally building connection, shared expectations, communication, and a sense of belonging across our organization.



Culture isn't just something written on a wall.

It's how it feels to work at ROE4.

WHERE WE ARE GOING

Build a culture where our Call to Action shows up in how we communicate, lead, serve, and work together every day.

WHAT WE ARE DOING

✓ BUILT

- Call to Action visuals throughout ROE4
- Call to Action integrated into interviews
- Recognize employees demonstrating our values
- Communication Protocol
- Call to Action included in Cabinet and department meetings
- Organizational Strategic Framework drafted

→ BUILDING

- Employee culture survey
- Call to Action reflection in 30/60/90 employee check-ins
- Leadership communication and videos

◯ TO-DO

- Share more "Call to Action in Action" stories
- Use employee feedback to continually strengthen our culture

CONTINUOUS IMPROVEMENT

WHEN OUR PEOPLE GROW, OUR IMPACT GROWS.



OUR ***ORGANIZATION*** **GETS BETTER** WHEN OUR ***PEOPLE*** **KEEP GETTING BETTER**.

ROE4 is filled with expertise.

Continuous improvement means **creating opportunities for employees** to learn, share what they know, develop as leaders, and help one another grow.

WHERE WE ARE GOING

Build an organization **where learning happens at every level** and where **employees have opportunities** to grow, lead, mentor, and learn from one another.

WHAT WE ARE DOING

✓ BUILT

- Three ROE4-wide PD days aligned with Summit Institute days
- ROE4 Employee Resource Google Drive
- Leadership development
- Annual employee recognition

→ BUILDING

- Leadership 1.0 next cohort
- Leadership 2.0 cohort
- Job-specific onboarding resources
- Call to Action integrated into employee learning
- Evaluation of ROE4-wide PD days

◯ TO-DO

- Employee mentor program
- More employee-led learning opportunities
- Recognition of leadership-program graduates
- Continued improvement based on employee feedback

ACCOUNTABILITY

IT'S *NOT* ABOUT "GOTCHYA" IT'S KNOWING WHAT *SUCCESS* LOOKS LIKE AND HOW TO GET THERE



Clear expectations, consistent processes, meaningful feedback, and useful data help employees do their jobs well...

And help us know whether our work is making a difference.

WHERE WE ARE GOING

Build systems that create clarity, consistency, transparency, and shared responsibility across ROE4.

WHAT WE ARE DOING

✓ BUILT

- Department continuity/SOP repository created
- Departments identifying and documenting key processes
- Departmental budgeting underway
- HR/Skyward systems being strengthened
- Department data incorporated into Cabinet conversations

→ BUILDING

- Consistent 1:1 employee check-ins
- Updated evaluation processes aligned with ROE4 goals and values
- Additional accountability dashboards
- Increased departmental financial clarity
- Departmental budgeting underway

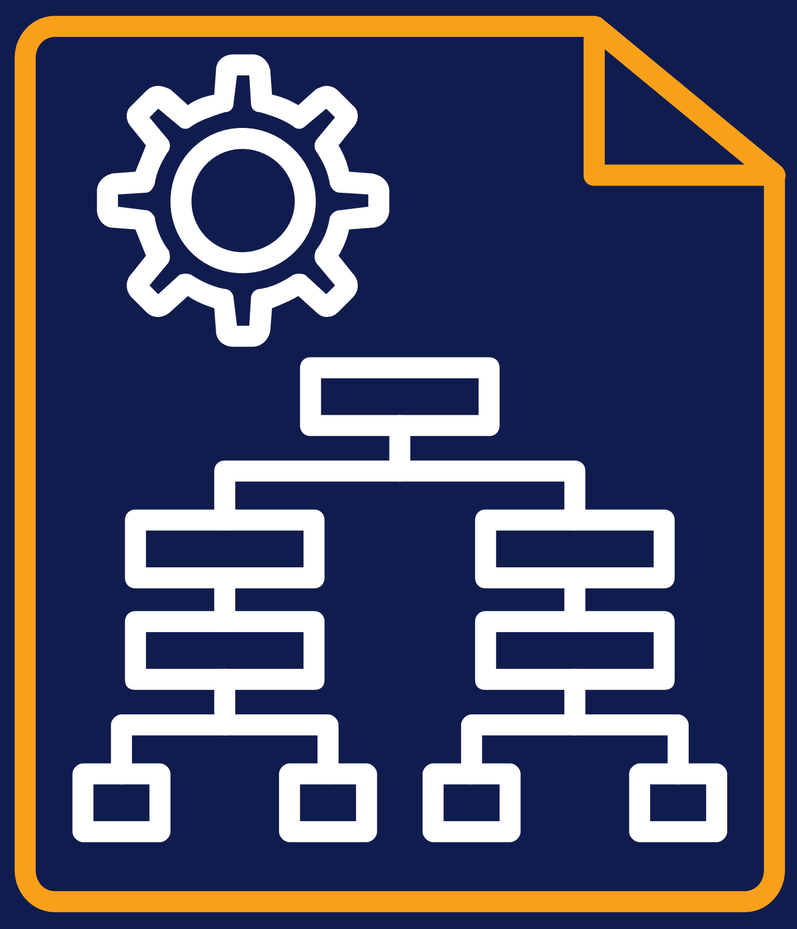
◯ TO-DO

- Annual review of SOPs
- Evaluate whether dashboards/data are actually useful
- Review evaluation completion and quality
- Regular HR and financial transparency reporting

ORGANIZATIONAL STRUCTURE

GREAT PEOPLE DO THEIR *BEST WORK* WHEN ROLES, COMMUNICATION, AND DECISION-MAKING ARE CLEAR.

We need structures that help us communicate across departments, involve the right people, make decisions effectively, and tap into expertise throughout the organization.



WHERE WE ARE GOING

An organizational structure where **employees understand** how **decisions** are made, how **information flows,** where to go for **help**, and how they can **contribute** beyond their individual department.

WHAT WE ARE DOING

✓ BUILT

- Leadership/governance framework established
- Purpose and focus of leadership levels defined
- Meeting structures and templates developed
- Organizational structure chart created

→ BUILDING

- New organizational structure introduced
- Cross-functional committees and working groups
- Consistent Cabinet and leadership practices
- Greater employee participation across the organization

◯ TO-DO

- Visual organizational chart
- "Who to Contact for What" resource
- Regular review of communication flow
- Employee feedback on role clarity and structure effectiveness

CUSTOMER SERVICE

OUR CUSTOMERS DON'T EXPERIENCE *DEPARTMENTS*. THEY EXPERIENCE ROE4.

Every employee has customers: some external and some internal.

The experience we create for students, families, educators, districts, community members, and one another shapes how people view our entire organization.



WHERE WE ARE GOING

Create a consistent ROE4 **customer experience grounded in our Call to Action and the Gold Standard**.

WHAT WE ARE DOING

✓ BUILT

- Every department identified its internal and external customers
- Recognize and celebrate exceptional customer experiences
- Customer lens incorporated into organizational decision making

→ BUILDING

- Customer service expectations in onboarding, evaluations, and meetings
- ROE4-wide Gold Standard/customer service learning
- Simple digital customer feedback survey

◯ TO-DO

- Review customer feedback quarterly
- Share "You Said, We Did" improvements

roe4

REGIONAL OFFICE OF EDUCATION