



Governor's Sterling Award Best Practice



Operations Division
Orange County Public Schools

Title of Best Practice: Professional Learning Communities, One-Stop Shops

Description of Best Practice:

In order to better serve our customers and support the District's Mission, Vision and Goals, the Human Resources Division adopted a structure of Professional Learning Communities to align required, needed and routine services directly to our major customer groups. The Professional Learning Community model makes it easy for our customers to utilize HRD services and allows the division to provide a consistently high level of communication and support. These multiple support offices mirror the geographic areas and are located adjacently in the HR Division office.

Each Professional Learning Community area office has a unique motto suspended over the center of the multiple offices and cubicles. This arrangement creates an atmosphere of sharing and collaboration where various service staff can easily speak with one another and provide a "one and done" or single source for all of the requests from teachers, principals, and support staff on the front lines serving students and the community. This structure produces more efficiency and satisfaction by preventing school principals and other staff from losing time by calling multiple District offices to secure the service or advice needed. Additionally it allows our staff to become experts in the unique needs and challenges that may be specific to a particular learning community or school. The HRD core values of being *Helpful* and *Responsive* are embodied in One Stop Shop model.

Results:

By implementing the one stop shop model, the Human Resources division realized high levels of customer satisfaction and increased employee collaboration, satisfaction and engagement.

Application:

The HRD implemented the Professional Learning Community model or One Stop Shop with the goal of "...making it easy for our customers to do business with us." This practice can be replicated in other organizations by identifying key customer requirements, designing services to meet those requirements, and allocating resources to allow customer to easily utilize services and obtain support.

