



Blackhawk School District

Support Departments Work Together Seamlessly Using SchoolDude Solutions

Challenges

Like most districts, Blackhawk School District has a lot to manage each day within its Maintenance, Facilities, and IT departments. Relying on a manual, paper process to address and complete requests for work created inefficiencies and left requesters with little to no visibility into the status of work orders, causing major issues among departments. Despite their best efforts, department leaders were challenged to effectively manage the number of incoming work order requests, the use of facility space and the assignment of custodial staff as needed. The district needed a way to increase visibility and organization across all departments.

Solution

Sally Diehl, Athletic Secretary and Head of Facilities, began evaluating software solutions for facility scheduling while her colleague, Jim Perlik, Supervisor of Grounds and Head of Maintenance, also sought out to find a program to enhance his maintenance department. They both came across SchoolDude and realized the extensive suite of products could meet all their needs. “Jim came to me with a product for maintenance. When I told him I was evaluating the same company for a facilities solution, it was a no-brainer,” said Sally. They decided to purchase SchoolDude for both departments, implementing MaintenanceDirect for work order management and FSDirect for facility scheduling. SchoolDude became the answer for every department in the district.

Maintenance Department

Prior to MaintenanceDirect, Blackhawk District had no automation for its work orders. The custodians’ time management and customer response time were issues. Custodians were often stopped in passing in the hallway as a faculty member “submitted” a request or students brought hand-written notes down to the maintenance mailbox. These requests were often either forgotten or not seen for hours.

MaintenanceDirect provided an automated and efficient process for the district. Users submit requests online for all issues through the district’s website using SchoolDude’s MySchoolBuilding, and requests are automatically routed to the appropriate department. Maintenance requests are routed to a building’s custodian eliminating questions of who handles issues. Custodians now know exactly what work orders they have for the day and where they need to go. With increased visibility into workload, Jim has a better

Who they are

CLIENT: Blackhawk School District
LOCATION: Beaver Falls, PA
SIZE: 2,600 students, 7 buildings;
29 full-time custodial staff, 3 IT staff

SchoolDude products used

MaintenanceDirect
PMDirect
FSDirect
ITDirect
UtilityDirect
MySchoolDude

Staff surveys indicate a dramatic increase in customer satisfaction

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overview of the entire department. He can now determine requests per building and how much time each custodian spends on an order. Each custodian now has direct accountability, which enables Jim to better manage his staff. He also can identify what equipment has repeat issues to justify expenditures for replacement pieces to his superiors.

Facilities Department

For the Facilities department, SchoolDude's FSDirect program helped the district improve coordination between staff when facilities are being utilized for events and meetings outside of regular school hours. Prior to implementing FSDirect, the district was using a 5-page paper form for scheduling facilities. This was difficult to keep track of and often ineligible for the custodial staff to properly prepare space for events. Sally, Head of facilities, had no visibility into available space, making it difficult to decide if requests should be approved and to determine if space was under-utilized.

With FSDirect, requesters submit requests through the MySchoolBuilding portal allowing Sally to better utilize facilities for school use and community use with one central calendar. Prior to FSDirect, Sally could spend over 30 minutes per event simply on the phone with the customer confirming times, contacting custodians, and making reminder calls. "Now I often spend zero time on an event once it is scheduled," said Sally. The need for additional or specialty equipment and support staff is detailed with the initial request and are then automatically routed to maintenance.

FSDirect also allows Sally to invoice the community after events take place to recover costs of custodial staff time and rental charges. Though the district is not generating revenue through invoicing, they can recoup labor costs and continue to provide space to the community.

The immediate benefits of FSDirect include significant time savings and added safety and security within the district. In today's environment, it is critical her department knows who is using every facility at all times. She can monitor buildings closely and quickly accommodate changes in scheduling as a result of a possible safety issue, such as unscheduled construction.

These days, the district is more secure, staff and customers are more satisfied, and usage of spaces has increased due to coordinated scheduling. "Every gym in all 7 buildings is used from the minute school ends until 10 p.m. on a regular basis," Sally said.

Conclusion

The administration is impressed with the district's performance as a result of utilizing SchoolDude products across departments. Performance has improved while resources have remained the same. School principals have also noted an increase in satisfaction among faculty, staff and the community. Sally and Jim are thrilled with SchoolDude and the efficiency it has brought to their departments. Sally added, "SchoolDude has made our lives easier in so many ways. It reduces my stress first thing in the morning when I turn on my computer and log in."

**Maximized use
of facility
space in all 7
buildings**