



Glendale Unified School District

# **The Cost-Effective Solution for Visibility into Personnel Management**

**Problem:** The lack of visibility into internal district processes made it difficult for the Human Resources team to create reports for its board. Interdepartmental communication was cumbersome and did not match the flow of information. Facing budget constraints, the district needed a cost-effective solution.

**Outcome:** The Informed K12 platform allowed administrators to track forms at every step, hold approvers accountable, and reduce errors. Recognizing the long-term value, Glendale Unified School District reinvested in its partnership with Informed K12, prioritizing cost-effective and efficient operations over short-term budget savings.

**“It is amazing to use the tracking to see and address the bottlenecks.**

Now, our Personnel Action forms are flowing through the approval route very well.”

Dr. Kyle Bruich  
Assistant Superintendent of Human Resources  
Glendale Unified School District

## Manual Processes Cause Errors

Every month, the Human Resources department prepares information for the board, including updates from the Personnel Action process. For a larger school district like Glendale Unified School District (Glendale USD), there could be dozens of changes and updates to include in one board report. All the information was gathered through paper forms, meaning the information needed to be transcribed and summarized from the form submissions into the board report. The manual transfer of information increased the chances of errors, mistakes, and missing information.

**“We have two people that put together our board report, and they had to hand type everything on the paper form they received into the board report.”**

Margie Fester  
Executive Secretary  
Glendale Unified School District

## Personnel Action Board Report Approval Route

Before Informed K12



Tracking the information was difficult because there was no visibility into the approval process. Secretaries from each school site or department would send information to the central office. It was unclear where the forms were until forms made their way to the Human Resources office for approval. Providing answers to the status of forms was difficult, and it was cumbersome to address bottlenecks by holding approvers accountable.

### **The district was also facing serious budget cuts.**

The Human Resources department at Glendale USD needed a cost-effective solution to address visibility and accountability issues.

## Short-Term Relief

Dr. Bruich, Assistant Superintendent of Human Resources, and his Executive Secretary, Margie, found immediate relief after partnering with Informed K12 and gaining access to tools that would provide the necessary visibility. When asked about the impact of the district's partnership with Informed K12, they both emphasized the importance of being able to track forms. Tracking, for them, means so much more than knowing where the form is at any given time. Through the Informed K12 platform, administrators can see how many forms are waiting at each step, with which approver, and for how long. Margie uses this information to hold her team accountable and keep the process moving forward.

The relief seemed to last only a moment. After partnering with Informed K12 for just over a year, the partnership was severed due to continued budget cuts.

**“We didn’t want to move away.”**

Dr. Kyle Bruich  
Assistant Superintendent of Human Resources  
Glendale Unified School District

# Hidden Costs

While the district attempted to implement another product as a workflow solution, administrators were forced to rely again on manual, paper processes. Frustrations continued to rise as the same mistakes and issues began to plague the district once again. The district continued to struggle with the cost of ineffective processes. The **hidden costs** of *slower processes, lack of visibility, manual data entry, and diminished accountability* outweighed the direct costs of platform support.

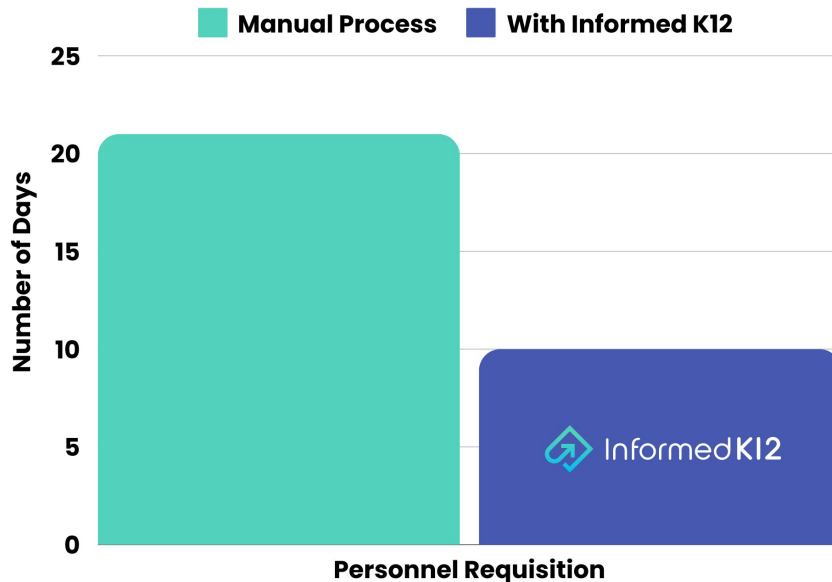
**With increasingly limited bandwidth and accumulated hidden costs, it was time to revisit the district's partnership with Informed K12.**

The first processes the district brought back to the platform were the district's **Personnel Action** and **Personnel Requisition forms**, two critical processes for the Human Resources department.

## Immediate Success

Now, with a click of a button, Margie can add notes and send reminders to expedite the process, never having to leave her desk. And after returning to Informed K12, Margie and Kyle were reminded of how important it is to be able to track the status of forms. If secretaries have questions about the status of their Personnel Action forms in the board report, Margie can provide exact details on when the submission was received and where it is on the approval route. **Additionally, they had significantly decreased the time to process Personnel Requisitions by over 50%.**

### Number of Days to Process at Glendale USD



"Our new budget office team understands **the cost of staff time**. It made the decision to reinvest in Informed K12 much easier."

Dr. Kyle Bruich  
Assistant Superintendent of Human Resources  
Glendale Unified School District

## Conclusion

Budget constraints initially forced Glendale USD to move away from its partnership with Informed K12. Districts across the country are continuing to struggle with changes in enrollment, which, in turn, affect funding.

**So, how did Glendale USD make its way back to Informed K12?**

Change compelled the district to look at budgets and spending differently. Informed K12, for Glendale USD, is a cost-effective and cost-cutting solution. Inefficient operations are costly for the district.