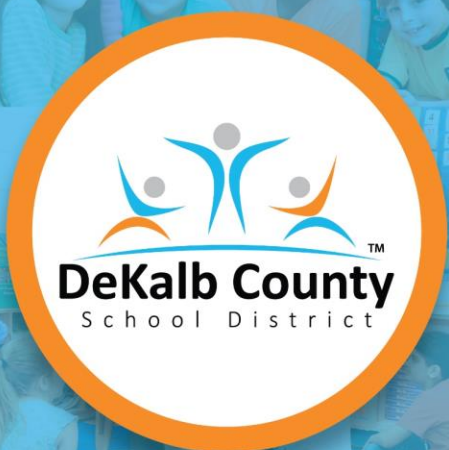


From Fixer to Strategist:

Transforming the Employee Experience in DCSD



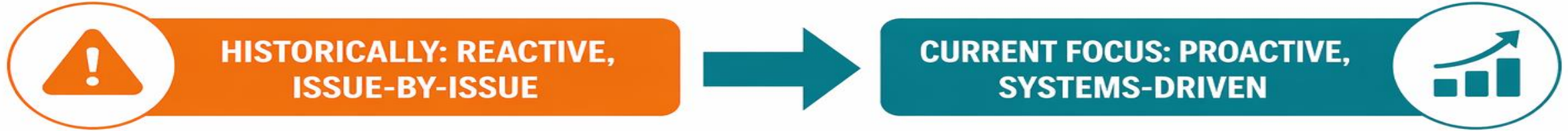
The Shift in Human Resources

The work in HR is no longer just about solving problems—it's about preventing them and improving the entire employee experience.

*Jason Kennedy
Deputy Chief, Human Resources*

THE SHIFT IN HUMAN RESOURCES

*Evolving from **Fixer** to **Strategist***



From
Fixing individual issues



To
Designing better systems



From
Responding to concerns



To
Anticipating needs



From
Isolated efforts



To
**Aligned strategy across
HR functions**



GOAL: **Build sustainable systems,**
not temporary solutions.



Customer Service Call Center & Incident IQ Ticketing System

From Fixing Complaints → Managing the Employee Experience

- Centralized employee support model
- Improved response time & consistency
- Data tracking to identify trends
 - **HR Call Center Team**
 - **Fielded over 31,000 calls for FY26**

IQ Ticket System

- **IQ Ticketing System** – Centralized HR inquiries through Call Center and Incident IQ
- **Simplified Requests** – Cut down multiple submission channels for employees
- **Fast Progress** – Reduced existing tickets by 74% in just one week

We are moving from responding to issues to identifying patterns and preventing them.

Wanda Ngote
Sr. Manager, Employee Services

Gallup Data: Employee Voice

Understanding Gallup Engagement Data

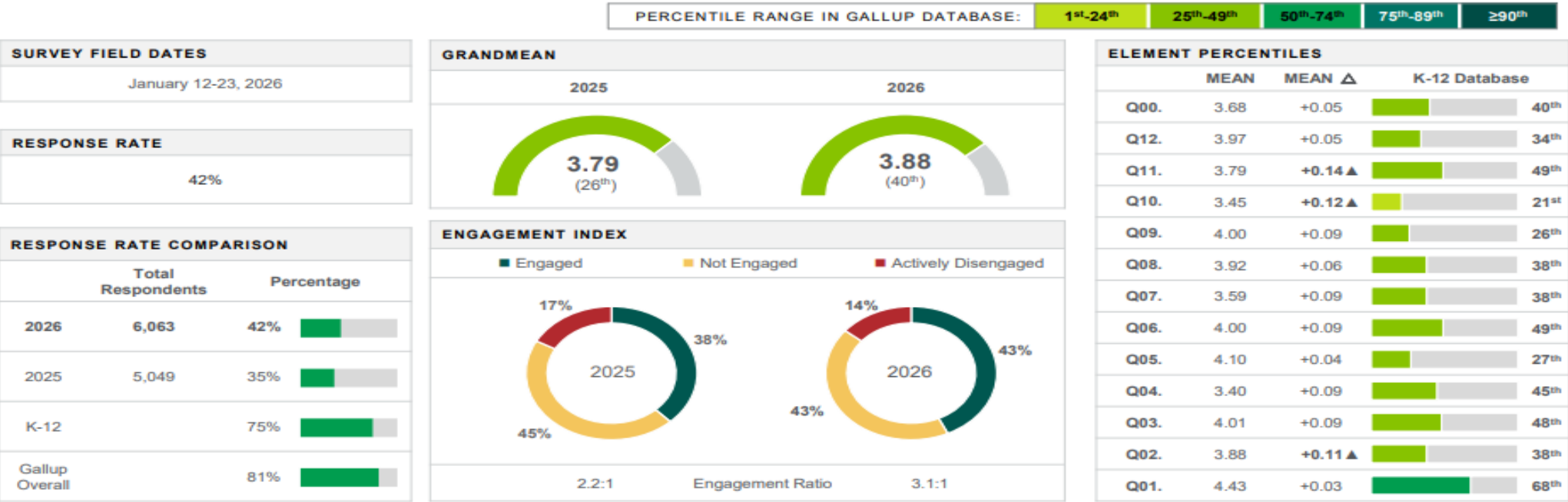
What is Gallup Engagement Data? Why It Matters

Gallup is no longer just a survey for us. It is our system for continuous employee listening, learning, and improving.

*Janitrea Sebree-Kelly
Director, HRIS*

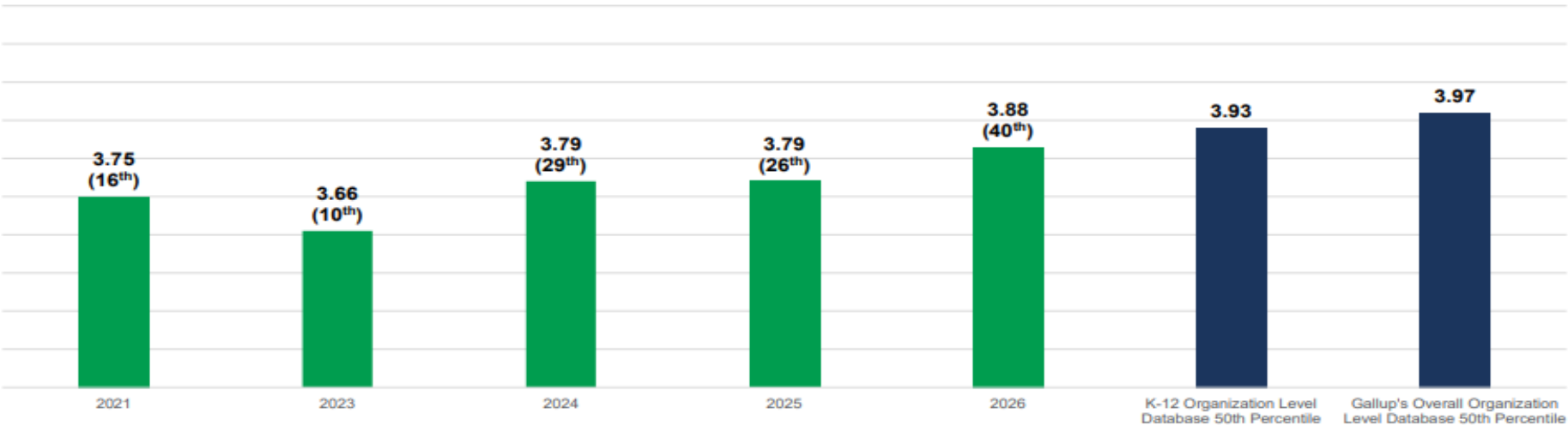
Gallup Data: Employee Voice

State of Engagement for DeKalb County School District



Gallup Data: Employee Voice

Engagement Rebounded in 2026 — Sustaining Progress Will Require Bolder, Recognizable Engagement Moments.



Note: Percentiles are based on Gallup's Q12 Education - Kindergarten Through 12th Grade Organization Level Database per survey year.

Pay Challenges

From Correcting Issues → Building Pay Integrity

- Review of historical pay inconsistencies
- Standardization of processes
- Increased transparency in compensation practices

24 to 26 Pay Cycle:

- Alignment with Industry Standards
- Improved Budget Accuracy
- Consistency and Predictability

Our goal is not just to fix pay issues. We are ensuring they do not happen again.

*Rhonda Mapp
Director, Total Rewards*

Employee Onboarding

From Orientation → Experience Design

Current Focus: Proactive, systems-driven

- Streamlining onboarding processes
- Improving new hire readiness
- Ensuring consistency across departments

987 employees have participated in virtual onboarding since the rollout in October.

A NEW Leader-driven onboarding framework

Onboarding is the first impression of our organization, and we are designing it intentionally.

*Tracy Harris
Director, Talent Acquisition*

HR Employee Experience Office

From Programs → Culture Strategy

- Central focus on employee experience
- Career Pathways
- Coordinated strategy across not only HR but district functions

Onboarding Employee's Beyond HR: A Managers Roadmap Manual

Career Pathways' Projects

L.E.A.D. (Leadership Excellence & Advancement Development):

We are institutionalizing employee experience as a core function, not an initiative.

Dr. Nikki Champagne
Sr. Manager, Employee Experience

DCSD HR Transformation Framework

Employee - Experience - Excellence

3 Pillars:

- Systems & Structures – Modernizing how we operate!
- Employee Voice – Listening with Intention & acting with accountability
- Culture & Engagement - Designing experiences where employees feel valued, supported and inspired.

This work represents a fundamental shift in how Human Resources operates in DCSD, from fixing individual problems to building systems that improve the experience for every employee.

Tasha Davis Mills
Chief, Human Resources

Thank You!
Show Up, Rise Up,
Answer the Call to Change

