



October 9, 2025

# Reimagining the Employee Journey: Elevating ACPS's "Customer" Experience from Hire to Retire

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School Board Meeting

# Essential Questions

How has ACPS candidate to employee and beyond experience been reimaged to align with the 2030 Strategic Plan's vision?

What systems, supports, and innovations has HR delivered to ensure employees feel valued, empowered, and equipped to provide world-class learning experiences for every student?

How will ongoing refinements to our HR systems and supports across the lifecycle translate into measurable gains for staff and students?



# ACPS 2030 Strategic Plan



## Our Mission

We nurture, educate and inspire each student for success.



## Our Vision

Each student prepared to thrive in college, career and community.

## Core Values



Welcoming



Equity-focused



Empowering



Innovative



Results-Driven



## Our Goals

**CREATE** a safe, caring and inclusive school environment where students feel connected, supported and respected.

**ENGAGE** and challenge each student, every day to achieve academic excellence.

**RECRUIT, DEVELOP AND RETAIN** a diverse team of talented professionals by fostering a supportive and growth-oriented workplace.

**CULTIVATE** trust by engaging and communicating clearly with our community to achieve our vision.

**PREPARE** each student for life after high school by providing the guidance, skills and support they need for college, careers and other future goals.

## The Applicant Experience

- Ongoing Relationship Development
- Individualized, In-Depth Vacancy Counseling
- Pre-Interview Prep & Post-Interview Wrap-Up
- Culture Matching
- Growing Our Own
  - iTeach
  - Pathways Workshops

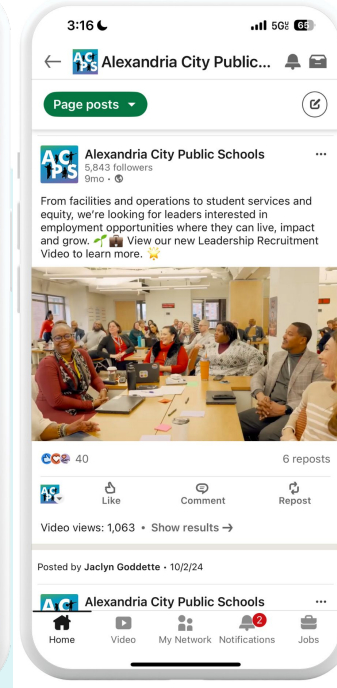
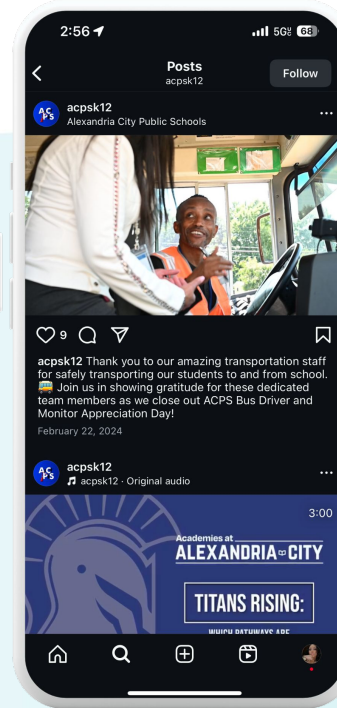
## The Hiring Manager Experience

- Hiring Manager Relationship Development
- Priority Candidate Lists
- Targeted Events and Co-Marketing
  - Support Staff-Focused Events
  - Federal Workers and Alexandria City HR Events
- Ongoing Vacancy Strategy Support



# Recruitment & Social Branding

- **Launch of the @ACPSK12Careers 'X' account**
  - Supports retention and recruitment efforts through storytelling
  - Promotes career opportunities
- **Reinvigorated LinkedIn account**
  - Further engagement efforts with employees and potential candidates
  - Increase in engagement:
    - 1,000+ followers
    - 64,486 organic engagement



# The New Hire Experience

- ★ Orientations
- ★ Enhanced Onboarding Checklists
- ★ Post-Hire Check-Ins
- ★ Feedback Collection
- ★ Licensure Counseling



# Recruitment and Retention-Attrition Data



School Year	Total Licensed Staff Departures	Rate (%)
24-25	211	13.3%
23-24	174	10.9%
22-23	252	15.5%

# Recruitment and Retention-Vacancy Data



Position Type	Total Vacancies	Rate (%)
Teachers	7	<1%
Licensed Staff	14 FT, 4 PT	1%
Bus Drivers	6 (2 Pending Conversion)	5% (3%)
Instructional Assistants	4	1%

# Professional Learning Collaboration



**Vector Compliance  
Training**



**Collaboration with  
Office of Professional  
Learning**



**Professional  
Learning Playbook**



# Reimagining the Employee Journey

- Mindfulness & Movement for Educators
- Employee Engagement Events
- Boost Participation: ACPS Wellness Challenge
- Enhance Satisfaction: Wellness incentives



# 2026 New Strategies and Focus Areas

- **Onboarding Optimization** – Streamline the process and improve efficiency through system enhancements.
- **Career Pathways & Growth Opportunity** – Preparation of pathways and operational leadership tracks.
- **Health Benefits Enhancement** – Efforts to expand and enhance employee health programs.
- **HRIS System Improvements** – Upgrades with self-service features to empower employees and improve workflow.





2030 Strategic Plan — Nurture. Educate. Inspire.

# Questions?

## Superintendent

Dr. Melanie Kay-Wyatt

## School Board

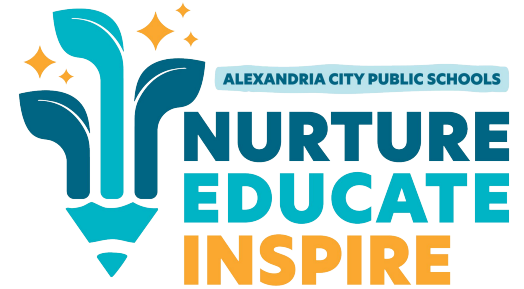
Michelle Rief, Chair

Christopher Harris, Vice Chair

Abdulahi Abdalla

Tim Beaty

Kelly Carmichael Booz



Alexander Crider Scioscia

Donna Kenley

Ryan Reyna

Ashley Simpson Baird