

Harlingen used Process and Performance Management (PPM) to map their current student intervention process and determine where improvements could be made (see **Figure 2** below). The new design is more user friendly, with clearly documented process maps to help teachers and support staff reach students at risk for failing. They also needed a plan for involving parents, communicating across functional boundaries with all school and administrative staff, and monitoring student improvement.



FURTHER PPM PROJECTS FOR NINTH GRADE SUCCESS

Harlingen has other project action teams using PPM to strengthen various different processes in their new Ninth Grade Academy:

- The hiring process with a goal of a 100% certified staff for the academy,
- The curriculum development process with a new project-based program that helps prepare students for college and real life,
- The transportation process with improvements to transportation management software and improving the accuracy of student data for bus routes.

DISTRICT-WIDE PPM

As Harlingen continues to turn their Ninth Grade Academy into a center for student success, they are using PPM for several planned projects and want to instill it as a district-wide policy. They have program directors who will choose 5 projects each year and will train the new Ninth Grade Academy staff on PPM during their summer professional development. Michelle Everett, Assistant Superintendent of Curriculum Development states, *The Ninth Grade Academy will be the catalyst for the rest of the district.*

Figure 2

9th Grade No Repeaters Process Flow

