

Help Aspire Develop a Referral Management System

Context

Recently companies like ClassDojo and LiveSchool have introduced new, revolutionary tools for classroom management. They have helped teachers provide real-time feedback, regain valuable classroom instruction time, and collect and share data with students, teachers, parents, and administrators. ClassDojo cites that in some classrooms, up to 50% of instructional time can be consumed by behavior management issues--such tools are critical to facilitating valuable instruction and creating a safe, inclusive learning environment. Perhaps an equally important tool for classroom management is the referral. Often used as an elevated consequence and an opportunity to both remove a disruptive student and to engage that student in a higher-level dialogue, this is a valuable, but delicate tool in a teacher's arsenal.

While classroom management has now been armed with exciting, web-based tools, the referral process has been left in the dark. In some schools, there is no formal process and a student is sent out of the classroom with the vague directive of 'go talk to your principal about that.' In more fortunate schools, there is a formal referral process, which involves completing a form and sending it along with the student to the principal. This archaic practice releases students from the classroom, to drift and wander towards the principal's office with limited information that requires the student to deliver him or herself to the assigned consequence. This leaves openings for bullying in hallways, excessive lost class time as students dawdle or avoid the office, and perhaps most critically, lost opportunities to address student behavior as not every referral actually makes it to the office.

[Impact of Bullying on Test Scores](#)

[Why It Matters: The Research from LiveSchool](#)

Problem

Aspire would like help developing a real-time referral process that helps teachers escalate and promptly address major behavior issues in the classroom.

Stakeholders

<u>Stakeholder</u>	<u>Key Needs</u>
Teachers	<ul style="list-style-type: none">● Need a way to manage their classroom and address severely disruptive behaviors● Know where a student under their purview is at all times● Communicate behavior issues to the administration
Students	<ul style="list-style-type: none">● Need a safe learning environment● Need a fair, data-driven process for referrals

Parents	<ul style="list-style-type: none"> ● Need a fair, data-driven process that is easy to understand ● Communications regarding student behavior as needed (secondary need)
Administrators	<ul style="list-style-type: none"> ● Need a way to collect data on referrals ● Need a way to assess problem classrooms and to track student issues in the school ● Need a way to close the loop and denote once an issue has been addressed ● Need a way to monitor where students are at whenever a referral is given

Additional Considerations

- Aspire serves diverse, urban communities - it may be helpful to consider how to bridge the technology divide as well as potential language barriers
- School sites may have internet connectivity issues, how would this process work if the internet were down?
- Teachers typically will have one primary laptop that they use in the classroom, often projecting their screen. How can we make the most of technology without creating additional disruptions to class flow?

Sample Referral Forms

<http://www.palmbeachschools.org/Forms/Documents/0279.pdf>

<http://www.pps.k12.or.us/files/student-services/DisciplineReferral82010form.pdf>