

SG360 CASE STUDY



VALLEY VIEW PUBLIC SCHOOLS



SITUATION

Valley View Public Schools in Jonesboro, Ark., was using its own custodial staff for daytime service across all of its schools and facilities. However, the district often had to deal with employee illnesses, short staffing, and a lack of coverage at evening sporting events and other functions.

SOLUTION

SG360 was already covering the night-shift custodial needs for the district when Bryan Russell joined as superintendent. He said the company's quality of work he saw at night was just the first reason that convinced him to outsource all of his custodial needs for 10 facilities to SG360.

"We didn't have to worry about whether the shift was filled or not, if someone was sick or whatever—they had a replacement employee there," he said. "I didn't have to worry about trying to find a sub or just doing without services. It's a big deal."

SG360 also began providing services for all evening activities, including basketball, football and volleyball games, as well as every event in the arena.

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– Bryan Russell, superintendent, Valley View Public Schools

RESULTS

SG360 made the transition seamless for the school employees by implementing a few feedback tools for teachers and administrative staff. First, the company placed a correspondence manual in each common area where staffers can make notes of anything that might need special attention. A member of the SG360 crew then provides a written response in the manual and initials off on the task when it's complete.

The crew also sends periodic surveys to teachers and administrators to proactively solicit feedback and ensure a high level of satisfaction.

"They have a super cooperative upper-level management staff," Russell said. "They're very open to communication, and they like feedback."

Russell said he's extremely happy with the SG360 service.

"They not only provide great service, they provide them at a very competitive price," he said. "They're a very good company."



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