

# CUSTOMER CONNECTIONS



## SCHOOL DISTRICT PROFILE

- » School district located in Tom Green County in West Central Texas
- » Consists of 24 schools
- » About 14,000 students
- » About 20 **IEPPLUS** users within the district

### CHALLENGES

- San Angelo Independent School District (ISD) needed a web-based integrated referral and evaluation solution for special education students
- Needed to improve state- and federal-reporting capabilities to eliminate audits and inaccuracies
- Wished to eliminate unnecessary paperwork and double data-entry
- Sought a partner that would continuously ensure software met district and state's requirements
- Wanted to work with a company that understood education in general, special education specifically

### SOLUTION

- SunGard K-12 Education **IEPPLUS** Special Education System

### BENEFITS

- San Angelo ISD does more with the same number of staff
- Meets all reporting and financial requirements
- Technology stays abreast of new state, district or federal regulations and reporting needs
- SunGard K-12 Education delivers updates and changes quickly

## San Angelo Independent School District, TX Reassesses and Reinvests in IEPPLUS

With the evolution of regulations and reporting requirements, K-12 in general — and special education in particular — may have changed over the past decade, but the relationship between the San Angelo Independent School District and its longtime partner, SunGard K-12 Education, only continues to strengthen and grow.

"We began our relationship with SunGard K-12 Education in 1996 with the purchase of the **Student** and **Finance Open Series** products," said Sonya McCuen-Burney, analyst at the San Angelo Independent School District, who joined the district in 2004.

San Angelo ISD's Special Education department uses **IEPPLUS** for a diverse mix of tasks, such as tracking comprehensive student data and maintaining historical information; regulatory, state and on-demand report-generation; student contact management; individual goal management and web-based IEP forms.

"Despite the well-entrenched relationship, San Angelo ISD wanted to make certain it was using the most appropriate software to meet its special education needs," she said. So, the department researched a number of available tools on the market.

### Working Together

Members of the Special Education team conducted research online and spoke to their counterparts at other districts to find other viable candidates. Members of the special education team then narrowed down the list from about 15 companies to three, said McCuen-Burney. After meeting with vendor executives and viewing product demonstrations, San Angelo's Special Education department made its decision.

"When we went shopping for special education products and had to price out the man-hours involved, most of SunGard K-12 Education's competitors took us back to manual entry which is not an option and had no integration capabilities with

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SONYA MCCUEN-BURNEY  
Analyst, San Angelo Independent School District, TX

our Student Information System," said McCuen-Burney. "With **IEPPLUS**, that integration has always been there. The decision to stay with **IEPPLUS** was a conscious decision."

### A Class Act

**IEPPLUS** assists San Angelo ISD in effectively monitoring and tracking students in the Special Education program. San Angelo ISD relies on **IEPPLUS** to help it secure funds it is entitled to, said McCuen-Burney. After all, the district is charged with reporting on data ranging from attendance to student's progress, she noted. By spending its funding appropriately, students gain the most from their time in K-12, and schools consistently can improve their results.

An integrated system eliminates costly and error-prone data-entry across multiple applications, meaning the process is fast and accurate, she said. As a result, the district can make better use of its money, McCuen-Burney explained.

"When we do our state reporting every year the amount of time that we have to spend auditing and fixing errors has been drastically decreased," said McCuen-Burney.

### WHAT OUR CUSTOMERS ARE SAYING

Watch our SunGard K-12 Education customer testimonials here:

[youtube.com/user/SunGardK12Education](https://youtube.com/user/SunGardK12Education)



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## Team Works

San Angelo ISD also is delighted at the strength of its relationship with SunGard K-12 Education, from its account executives and technical support staff to programmers and executives.

"SunGard K-12 Education understands that school districts must immediately respond to changes in Federal or state mandates," said McCuen-Burney. The vendor partner also is an expert in the different states' needs.

"I go to SunGard K-12 Education and tell them what I need to have happen in **IEPPLUS** and they just do it. I get what I want and it works," said McCuen-Burney. "The support ticket turnaround is phenomenal. I work with a lot of other vendors; they don't call me or send me an email in a very short time after receiving a support ticket. SunGard does. I don't get brushed aside with, 'It'll be in the next version,' by SunGard. And if they tell me it will be in the next version, then it is."

San Angelo ISD also is one of the earliest members of an **IEPPLUS** user group in Texas. "SunGard K-12 Education accepts our changes, meets with us regularly to hear what we want, offers training and listens to us on future development," she said.

## Forward Thinking

Today, San Angelo ISD continues to investigate new ways to leverage **IEPPLUS** to support its special education community.

"A lot of things change in special education," she said. "And I know SunGard K-12 Education will be right there with us, always adapting **IEPPLUS** to meet all the challenges and opportunities we encounter."

## About Us

SunGard K-12 Education is a leader in the K-12 Education Industry, providing secure, web-based, and reliable software solutions for student management, financial and human resources, learning management, and special education in K-12 schools. SunGard K-12 Education currently works with over 1,500 school districts around the country to deliver K-12 software solutions, designed specifically to support student achievement.

### To learn more:

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