



## Mesa Cloud User Story:

**Jill Adams - Director of Counseling and Social Work Services,  
Lewisville Independent School District.**

### INTRODUCTION

Every school counselor carries with them the fear of letting a student slip through the cracks. Historically, a bookcase full of “credit check binders” has occupied counselors’ offices and that is no different for Lewisville Independent School District in Northwest Dallas. Jill Adams, a 22-year education veteran and Director of Counseling and Social Work Services, for LISD, has been leading the department for the past six years and is ready to replace those binders permanently. For her 165 counselors to effectively serve the district’s 52,000+ students, Jill and her supervisor Monya Crow, recently adopted Mesa Cloud to equip her counselors to confidently manage caseloads and efficiently track student progress.

### PROBLEM

*“We didn’t have anything that communicated or reported from our SIS that effectively and efficiently told us what we need to know for the fear that a student wouldn’t have what they need to graduate.”*

Though many school counselors master their district’s student information system (SIS), it’s unrealistic to assume school counselors will devise ways to compare and audit datasets from extracted reports. At LISD, this meant finding a way to more clearly see the contributing factors that put a student’s progress at risk.

“One of our Board of Trustees goals this year was that every student in every building will have at least two touch points with our counselors,” Adams said. Removing clerical and data management responsibilities to prioritize student counseling was now at the forefront for LISD. Simply put, their incumbent manual approach wasn’t sufficient. LISD needed a means to delegate credit checks, en masse, so they could focus on student counseling.



## SOLUTION

***"We're trying to build a model and Mesa is going to be a really big cornerstone of how we can very easily find places where we have gaps or duplicate credits. It's brought a lot of that to light."***

Once LISD was on level-ground with their pandemic response, Adams quickly built consensus with her teammates that Mesa Cloud would serve the needs in accordance with their comprehensive school counseling program design. Immediately, the validation reporting showed how unreliable the traditional hard copy transcript binder system was for their work.

Like other Mesa Cloud districts, Adams and her team saw immediate gains as they logged in and reviewed their data through the Mesa Cloud interface.

Course structure, curriculum masters, and other existing designs district-wide are now being changed to reflect the gains Adams has garnered since onboarding the first LISD high school.

This means that Mesa Cloud serves a strategic role in district decisions for data management and affords staff across departments a chance to collaborate more effectively without compromising a student's progress or the staff's needs for addressing variations on courses and even school or program models while staying in alignment with state compliance.



## RESULTS

***The role of the counselor is the most important foundational piece that you can put forward because it defines the impact they have on the school community... If our administrators are utilizing the role correctly they have a transformational impact on the campus.***

Without Mesa Cloud, LISD was lacking the technological capacity to generate the right reporting functionality from their pre-existing edtech stack. She says the department is now fully supported to make more precise data-driven decisions.

Adams sees how Mesa Cloud is going to enable LISD to strategically parse Skyward's data and improve master scheduling efficacy. Mesa Cloud's solution has revealed critical gaps in LISD's data management process. Additionally, the service LISD has received from the Mesa Cloud team has impacted all areas of the district, including some unexpected clarity around credits for Special Education and even eligibility for the Athletic Department.

Adams and her team continue working closely with their Mesa Cloud Client Success Engineer, Joe Weber. This includes building leaders, testing coordinators, and other cross-departmental roles finding better ways to collaborate with the insight provided by Mesa Cloud.

Looking ahead she said, "As we provide time and space for counselors to be more efficient, they have more time to be proactive and meet with students." In closing, Adams stated she believes Mesa Cloud is a part of making that vision a reality for all the families they serve in Lewisville.

