



## Aspen School District sees efficiency plus transparency improvements with Diligent Community migration

Situated in the Rocky Mountains, Colorado's Aspen School District has five schools and 1,600 students and staff with a five-member board of education.

The district had been using BoardDocs for eight years, but with the arrival of Alice Black, Executive Assistant and Special Project Manager, and with a board transition taking place, they realized it was the ideal opportunity for a review of their board technology.

**Company:** Aspen School District

**Industry:** Education

**Location:** Rocky Mountains, CO

## An opportunity for **greater efficiency**, transparency and ease of use

Alice realized that Aspen School District leaders, board members and administrators were struggling with BoardDocs.

Issues included the fact that BoardDocs did not autosave, resulting in data loss and time spent redoing changes that hadn't been manually saved.

With new transparency goals for the board of education now in place, the BoardDocs website was not supporting the achievement of these goals, as it was outdated and not user-friendly.

Additionally, Colorado had recently passed new ADA accessibility laws that apply to state and local governments, something the school district needed to account for with its resources.

Overall, the district was looking for a new solution that would increase efficiency, reduce the risk of errors and help the board with its transparency goals.

## The **migration** process


The Aspen School District board began their migration to Diligent Community in January 2024, and the team immediately realized benefits from the new platform.

Alice was originally concerned about board member buy-in. However, she found the tool "so user-friendly, it was actually a very smooth transition." The team had one short training session with a follow-up offer to those who requested additional help, but the transition was so straightforward that the team "jumped on board right away," Alice says.

With fast onboarding, the board of education and administration were able to get started quickly. Alice says that the Diligent Community migration team were "awesome to work with. Every time I had a question, I'd reach out or view the online training resources. It was super intuitive and easy to figure things out on my own."

**“** I joke about this that the first time I looked at it, I was like, oh my goodness, 1987 called and they would like their software back (no offense to BoardDocs!)”

**Alice Black**  
Executive Assistant and  
Special Project Manager,  
Aspen School District



## The results: Time savings, enhanced transparency and greater accessibility

The adoption of Diligent Community has had numerous benefits across the team. Alice has seen direct time savings with the addition of live minutes and templates, and having a reliable solution has erased redundant work. Her workload has significantly improved since adopting Diligent Community. The new platform has streamlined many of the tasks related to board meetings, making her job much more manageable.

The live minutes feature also immediately made an impact on the team's ability to work quickly and change direction as needed. The feature, in which meeting minutes are captured in real time, saved time both during meetings, and in the review and publishing process. Alice cites a recent complex meeting that included agenda additions and votes not originally on the agenda. The live minutes feature helped pull together accurate minutes without the need to scramble. Minutes can also be shared with the board president and superintendent directly from the software.

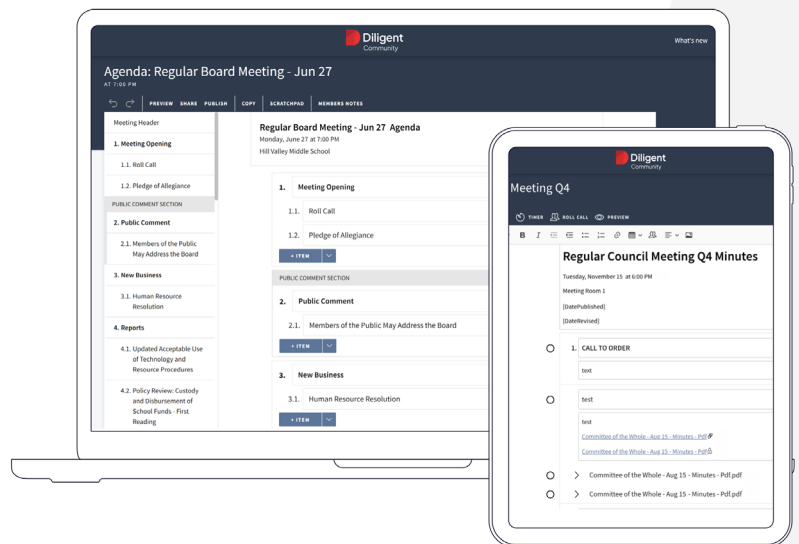
Alice says, "It cuts the amount of work I have to do after a meeting; I'd say now it takes me a quarter of the time. I don't have to go back to my meeting recordings to double check my work."

Being able to share the minutes the next day with the board for approval also helps streamline and simplify these important tasks.

The ability to create meeting templates has also been a timesaver. With numerous special meetings in the past year, Alice has been able to create and make use of different templates for regular meetings, special meetings and work sessions, and she is also adding an executive session template.

With BoardDocs, Alice and the team had to click "Save" every single time they made changes to the agenda, but with Diligent Community's enhanced agenda builder, it autosaves, thereby preventing loss of data, and also allowing multiple people to work on the agenda at the same time.

Diligent Community has increased district transparency as well. Alice says, "One of the board's main goals is to be as transparent and open as possible with our public constituents. Having a platform that is much more user-friendly and aesthetically pleasing has been a step forward. It's been really easy for me to post the agenda and share it with our community."





Alice adds that it helps constituents to keep track of new information as well. “The ability for interested users to subscribe and then immediately be notified when an agenda is posted is a great feature,” she says.

Diligent Community also complies with Colorado’s ADA requirements, removing a source of concern for the school district. In addition, the district has received positive feedback from the public about the website, with commenters noting they appreciate the ease of use as well as easier access to the information they need. Alice explains, “It’s much more easy to navigate and find stuff, so I think that was a huge selling point.”

For other districts contemplating the transition to Diligent Community, Alice says, “Don’t wait. Just bite the bullet and do it. Diligent Community is very intuitive. Sooner is better, and I highly recommend starting fresh at the beginning of a year. It’s so much more efficient and easier to use.”

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Executive Assistant and Special Project Manager, Aspen School District



Smooth transition to Diligent Community



Streamlined board meeting preparation with enhanced agenda building



Significant time savings on meeting minutes



Increased transparency and community engagement

## About Diligent Community

Diligent Community is the next-generation governance solution designed to enhance effectiveness and efficiency for public boards and leadership teams. Tailored to cater to the unique needs of diverse public organizations, Diligent Community empowers streamlined decision-making, ensuring transparent and effective governance. As a trusted offering from Diligent, a leader serving over 14,000 mission-driven organizations globally, Diligent Community is your essential tool for driving impactful governance, fostering better communication, and achieving shared success.

Learn more

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