




Lebanon School District achieves smarter policy management with Diligent Community

Located in New Hampshire, the Lebanon School District serves a diverse student population and is governed by a nine-member school board. Superintendent Amy Allen, formerly Assistant Superintendent in the state's largest district, leads with a strong focus on compliance, transparency and operational efficiency.

Facing a surge in state legislative changes and policy updates, the district needed a governance solution that could keep pace with evolving requirements while improving collaboration and public access. The answer: Diligent Community, with its powerful Policy Publisher feature.



Organization: Lebanon School District

Industry: Education

Location: New Hampshire

The challenge

Fragmented policy management and compliance gaps

Prior to adopting Diligent Community, the district relied on a combination of BoardDocs and Google Drive to manage policies and board materials. This setup created several challenges.

There was no version tracking for policy changes making it difficult to see what had changed. Processes for agenda creation and policy updates were manual, time consuming and open to error.

It was difficult for board members and the public to find and see the latest version of a policy. There were also compliance risks due to missed or delayed updates to policy adoption.

Amy shared how difficult it was to manage policy changes, especially as policies were scattered across folders with no centralized system for tracking edits or approvals. was nearly impossible.

“What used to be something I dreaded is now something that’s really easy. The policy piece is just so good — the tracking, the transparency, the usability. It’s a game changer.”

The solution

Streamlined policy governance with Diligent Community

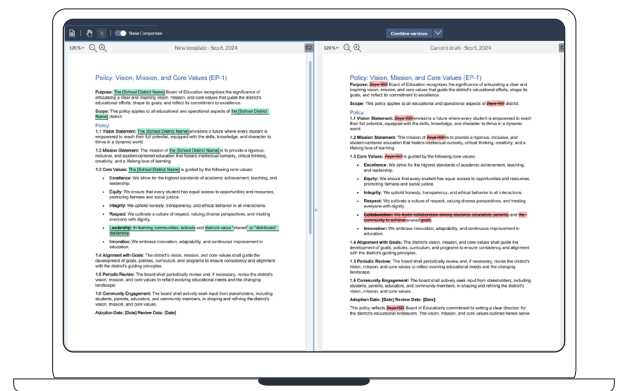
The district implemented Diligent Community in 2024, focusing on the Policy Publisher feature to address its most pressing needs for managing policies. The impact was immediate and transformative.

Policy Publisher allows real-time editing & collaboration with policy committee members now able to make live corrections during meetings, eliminating the need for post-meeting transcription.

Ensuring everyone is working from the current version and change tracking is now easy. Policies are tracked from draft to adoption with a detailed timeline providing full visibility into changes and approvals.

Urgent policies can now be put in place rapidly. For example, the district recently completed a full policy cycle for a major new policy with unexpected speed, as Amy explains, “From a compliance perspective, we had a new policy, a big one on parental rights. And being able to use Diligent Community to go through reads to bring it forward, have people look at it, provide input, and then the policy is there and published. We were able to do that in a 4-day turn around.”

Policy Publisher also offers integrated publishing and access to the public. Policies are published directly to the district’s transparency website, allowing community members to find and see the most recent policies quickly and easily, resulting in higher engagement and less confusion.



The results

Efficiency, transparency and confidence

The shift to Diligent Community has delivered measurable improvements in numerous areas for Amy, her team and the board.

School board meeting agenda preparation time has been cut significantly. What once took half a day to compile now takes minutes, thanks to real-time editing, autosave and one-click publishing.

Board members and administrators collaborate on policies in real time, with full version tracking and seamless updates that support better decision-making.

Leadership and staff are more empowered, with Amy also using the platform more than she expected to plan meetings, update packets and manage workflows in real time.

There is increased transparency with community members easily able to access policies, meeting agendas and other key information.

The district has been able to enhance compliance with regulation through using Policy Publisher to easily follow proper procedural steps with confidence.

Amy encourages other superintendents to embrace digital governance tools: "My advice to other school districts is to embrace the change. I think when everyone goes to make a change, they're worried about learning a new system. But I would say this one is really super user-friendly and the support that you have on the back end has been really helpful."

She adds, "What used to be something I dreaded is now something that's really easy. The policy piece is just so good — the tracking, the transparency, the usability. It's a game changer."

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50%+ time savings in agenda preparation



Improved policy management and accelerated turnaround



Improved transparency and public access



Enhanced collaboration and governance confidence

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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