



## Vigo County School Corporation increases board member engagement with Diligent Community

Vigo County School Corporation serves more than 13,000 students in West Central Indiana. VCSC serves the community with 15 elementary schools, five middle and three high schools, as well as options to attend classes through an alternative program or virtual.

Building on the strengths of its community, the Terre Haute-based public-school corporation is committed to creating an engaging, comprehensive educational environment that supports the growth of lifelong learners.

To do this and to engage more effectively with board members and the community at-large, the Board of School Trustees sought a board management solution that would streamline the preparation of documents and agendas for board meetings, executive sessions and various committee meetings.

**Company:** Vigo County  
School Corporation

**Industry:** Education

**Location:** West Central Indiana

## The challenge: Staying on top of admin tasks and keeping board members engaged

Catherine Hill, Executive Secretary to the Superintendent of Schools and the Vigo County Board of School Trustees, manages numerous critical responsibilities for both the corporation and the board. Her job — for more than 20 years — has been to serve as the “first line” for all scheduling, meetings, records and files for the superintendent’s office and to also be the liaison to the trustees.

This entails preparing and maintaining all the meeting notices, agendas, documents and outcomes for the board, which meets bimonthly, as well as for various committees and executive sessions. In the past, gathering all the data and information necessary for multiple agendas and packets was very time-consuming and required a high level of accuracy.

Keeping board members actively engaged with their hectic schedules and other professional and personal demands was another challenge. A solution that would give trustees centralized access to information, essential documents, meetings schedules and agendas — even while traveling — would be an important step towards increased engagement.

As VCSC also welcomed a Superintendent and changes in the corporation’s leadership, the trustees, corporation leaders, community stakeholders and members of the local news media asked for additional details, more information and full transparency. Finding a board management solution that would improve efficiencies and clearly show the work being accomplished along with plans for future growth became the priority.

## The solution: A purpose-built tool that streamlines work and supports best practices

Recognizing the urgent need for enhanced board engagement, public transparency and streamlined processes, the superintendent and trustees determined that **Diligent Community** was the preferred solution based on ease of implementation, investment cost and outstanding customer service.

“The features that we have seen to be crucial in keeping board members and community stakeholders actively involved include the ability to easily access information and keep up to date on meeting schedules and topics.”

### Catherine Hill

Executive Secretary to the Superintendent of Schools and the Vigo County Board of School Trustees

The implementation process was smooth and efficient supported by Diligent Community's knowledgeable and accessible implementation and training representative, a comprehensive administrative guide and training resources.

The next-generation tools and features of Diligent Community are proving effective for keeping board members engaged and the public equally involved. They:

- Allow for easy and ongoing access to board documents, current and historic information and meeting agendas via a robust search function
- Streamline the sharing of agendas and communications to board members through secure email and text notifications
- Allow community stakeholders to subscribe to meeting and agenda notifications
- Deliver multi-device access (mobile phones and tablets) to important information including agendas and key documents
- Provide a centralized platform for collaboration and decision-making among board members
- Give media and stakeholders access to board notifications and updates through Diligent Community's public transparency website

## The results: Less time spent on admin tasks and greater board member engagement

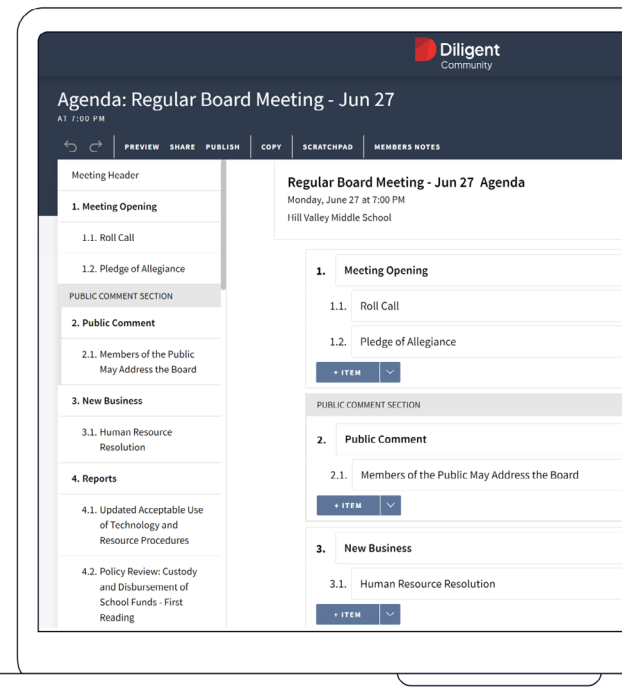
Since implementation, board members have embraced Diligent Community and have experienced significant benefits such as faster access to documents and agendas, more timely updates, enhanced communications and the ability to interact more effectively with school district administrators. All of this has resulted in increased board member engagement.

The tools have also significantly reduced the amount of time spent on information gathering, meeting preparation and follow-up for staff including the chief communications officer and the executive secretary, who no longer have to field calls from the public and the media or answer queries from board members on where to find information.

“Our board loves Diligent Community. It has brought us into a more digital age with information readily accessible and tools to notify the public and media when information is available.”


### Catherine Hill

Executive Secretary to the Superintendent of Schools and the Vigo County Board of School Trustees




Transparency and accountability to the community and media have improved markedly with Diligent Community's innovative features. The public transparency website is accessible to anyone interested in the policies and actions of the Vigo County School Corporation and the Board of School Trustees. Community stakeholders are now more actively involved and educated on policies, future plans and additional topics that may affect their communities and families.

Diligent Community has also had a positive impact on the corporation's relationship with reporters who cover the district and board activities. Media outlets have the chance to simply sign up for email notifications, plus they can easily access all relevant information needed for their coverage. This open and transparent relationship is well-regarded and has reinforced public trust.

 I would encourage other organizations to move forward with Diligent Community to enhance board member engagement. It is extremely user-friendly, documents are readily available, and all information needed is accessible."

**Catherine Hill**

Executive Secretary to the  
Superintendent of Schools  
and the Vigo County Board of  
School Trustees



Greater trustee engagement



Centralized and accessible  
documentation



New level of public transparency



Better and faster decision-making

## 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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