

## CASE STUDY

# How Mango Elementary Lowered Suspensions by 25%, Decreased Referrals By 76%, & Improved Their School Ranking





Building an inspiring campus culture can seem like an uphill battle, especially when juggling the educational and emotional needs of hundreds of young students.

For Kimberly Parke, principal at Mango Elementary School, the best way to build a strong campus culture is to reinforce positive behavior.

“When teachers notice and reward positive behavior, students are more engaged in learning. And when the students are engaged in their learning, it will impact their achievement,” Parke said.

Mango Elementary is a K-5 community school in Seffner, Florida. Of its approximately 750 students, 83% are eligible for free and reduced lunch.[a] For years, the organization was classified as a “D” school by the state of Florida’s grading system. After years of hard work, the school has reached “C” status.

Part of this achievement, according to Parke, is due to Navigate360.



## The Ambiguity of Dolphin Dollars

Public school systems have to be resourceful, especially for distinctive programs like behavioral recognition systems. Mango Elementary created a system where staff would give “Dolphin Dollars” to students who displayed positive behavior. Students could then redeem those dollars for a treat from the school store.

Dolphin Dollars was a good idea, but it was also cumbersome and frustrating to manage.

They also encountered inconsistencies in how faculty and staff distributed Dolphin Dollars, so students weren’t sure what behavior would be rewarded.

The school wanted a more comprehensive solution to help them establish a clear, value-driven culture so they could celebrate more frequently with students showing progress with behavioral adjustments.

**“WE WERE RUNNING INTO PROBLEMS WITH PREPARING DOLLARS, MAKING COPIES, KIDS LOSING THEM, ALL THAT KIND OF STUFF,” SAYS MS. GONZALEZ, A SECOND-GRADE TEACHER AT MANGO ELEMENTARY. “IT STARTED GETTING A LITTLE OUT OF CONTROL.”**



## A Well-Timed Grant Funded a World-Class Program

In 2023, a new opportunity presented itself. Mango Elementary received a Title I grant that covered new resources, tools, and software solutions. One of these solutions included Navigate360 PBIS Rewards, a simplified process of recognizing and rewarding students based on Positive Behavioral Interventions and Supports (PBIS), an evidence-based, tiered framework for supporting students' behavioral, academic, social, emotional, and mental health.

Teachers use PBIS Rewards to send points to students directly through an app — **no paper dollars needed**. They can give students a specific number of points and offer real-time recognition to help reinforce positive behaviors as they relate to school values. They can also see daily maximums for a more holistic view of student behavior.

The platform was impressive, but Parke didn't know what to expect and had a number of concerns:

✔ **Capacity and interoperability between systems.** Hillsborough County is a large district, and Mango Elementary had recently moved to a new platform to keep track of student records. "At first, I was a little concerned Navigate360 couldn't get student information from that system," Parke said. "But as soon as we integrated it with the system, PBIS Rewards was ready to go."

✔ **Generating staff support.** "Many teachers just wanted to do things the way they've always done them," Parke said. "But as students started getting engaged and asking their teachers for reward points, teachers who weren't initially participating started to see the value."



- ✔ **Distracting students from academic achievement.** Even though they were revamping their rewards system, Mango Elementary didn't want students to lose sight of their real purpose: learning. With Navigate360, that hasn't been a problem. "PBIS encourages students to make the right choices," Salerno said. "The points actually incentivize them to work on their study skills. It can also help us find some kids who might slip through the cracks."
- ✔ **Ease of use.** PBIS Rewards is simple to use and maintain, which plays a big part in adoption. "It basically runs itself," Parke said. "Our behavior resource teacher and our classroom teachers are able to keep track and manage the points. It's one less worry for us, which is exactly what we need."

As the community overcame these perceived obstacles, they knew Navigate360 was the perfect fit.

**"BEFORE NAVIGATE360, WE WERE NOT ALL MOVING IN THE SAME DIRECTION AS A SCHOOL. WE WEREN'T INCENTIVIZING OUR KIDS THE WAY THAT WE ULTIMATELY COULD. WE UPPED OUR GAME WITH PBIS REWARDS."**

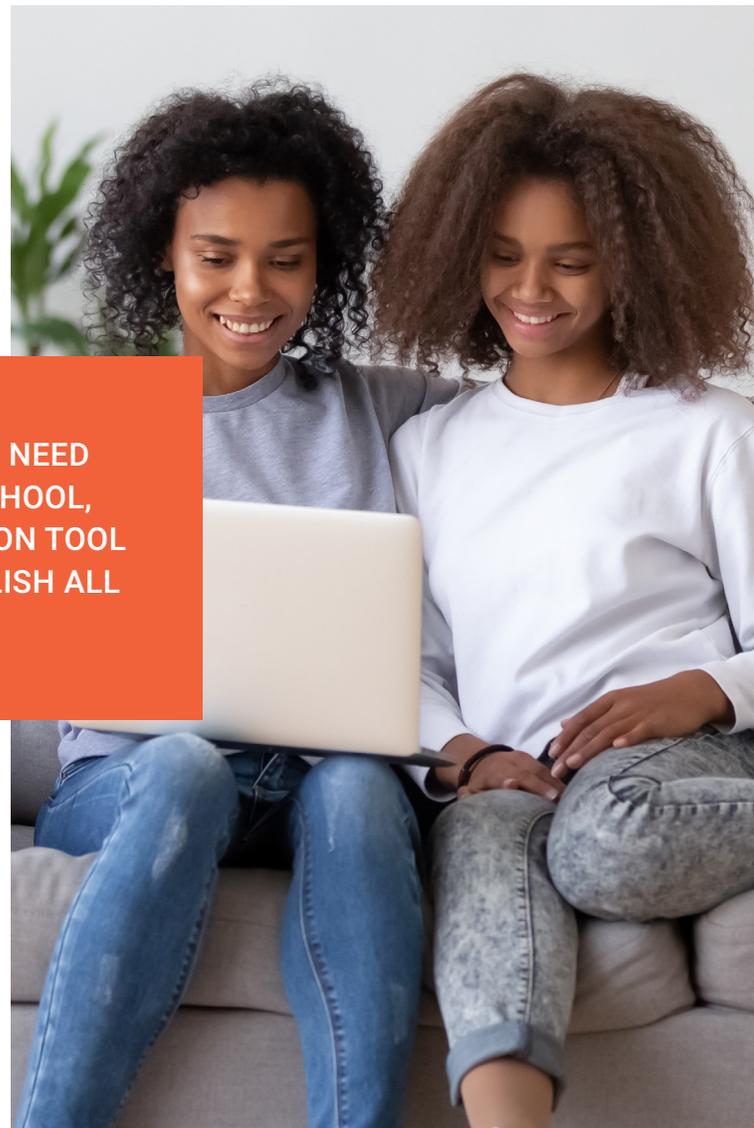
# Improved Communication & Motivation

"[NAVIGATE360] HAS EVERYTHING THAT WE NEED AND WANT TO CONTINUE TO GROW AS A SCHOOL, AND IT EVEN DOUBLES AS A COMMUNICATION TOOL WITH OUR FAMILIES. IT HELPS US ACCOMPLISH ALL THE THINGS THAT WE WANT."

Since beginning its relationship with Navigate360, Mango Elementary has seen dramatic results, including at least a **25% decline in suspensions** and a **76% decrease in teacher referrals**. It's even engaged parents, who Salerno says are "coming to volunteer at our events and chatting with teachers about earning points."

Mango Elementary uses PBIS Rewards to create custom events like their Monster Mash and glow-in-the-dark parties. These activities motivate students, increasing engagement and incentivizing them to demonstrate positive behavior throughout the school year.

PBIS also creates space for students to feel seen and heard. The PBIS Rewards' SEL/ Status Check feature provides the ability to quickly log an SEL check-in and track the social and emotional state of students. They can type messages in the app, providing teachers with additional insights into individual behaviors, mindsets, and feelings of stress or success.



"OUR STUDENTS CAN LET US KNOW IF THEY'RE ANGRY, CALM, OR STRESSED. SOMETIMES, THEY'LL TELL US WHAT THEY'RE STRESSED ABOUT, WHICH IS A GOOD THING," SALERNO SAID. "I ALSO LOVE TO READ THE COMMENTS. YOU'LL SEE THINGS LIKE, 'I'M SO HAPPY WE GOT A NEW STUDENT,' OR 'I MADE A NEW FRIEND.' NAVIGATE360 GIVES THEM AN OPPORTUNITY TO EXPRESS HOW THEY'RE FEELING AND FEEL CONNECTED AND HEARD."

# Uniting the School Community, One Reward at a Time

Adopting Navigate360 PBIS Rewards has transformed the culture of Mango Elementary. There's more engagement, fewer referrals and suspensions, and a stronger shared objective between parents, teachers, and students.

"Everybody's on the same page," Ms. Gonzalez said. "Everyone understands expectations of behaviors and points, which makes us more united as a school."

Mango Elementary continues taking steps to improve its C grade to a B. Parke feels it's achievable, in part because they've made such strong strides with Navigate360.

**"IT'S SIMPLE, IT'S EASY, AND IT JUST MAKES SENSE. IT WAS THE RIGHT CHOICE FOR MANGO, AND WE ARE GOING TO STICK WITH IT FOREVER," PARKE SAID.**



a solution of  Navigate360

[www.PBISRewards.com](http://www.PBISRewards.com)