

Leading Schools That Work

WCFIX Practice Checklist Companion

Audit and Diagnostic. Vision Design. Action and Evolution.

A two-page checklist and rubric guide for every WCFIX digital offering and online program reviewed on October 10, 2026. Use this companion alongside the purchased resource or enrolled course. It supplements existing files and does not replace their templates or grant access to paid content.

How to use this companion

1. Select the card matching your resource or program. Invite the people closest to the work.
2. Complete Audit and Diagnostic using records, observations and stakeholder voice. Mark assumptions separately.
3. Complete Vision Design by agreeing on the intended experience, targets and responsibilities.
4. Complete Action and Evolution by testing the change and returning to the evidence at the next review.
5. Score each criterion using the adjacent rubric. Discuss evidence together, record the next improvement and reassess at the agreed review. Use the action log at the end.

The book is forthcoming and sold separately when released. Chapter links refer to the current manuscript table of contents. WCFIX reflection scores are author-developed planning aids and are not official ratings or independently validated diagnoses.

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PRACTICE CARD 01 | DIGITAL RESOURCE OR SERVICE

WCFIX A-F Campus Action Plan Toolkit

Move from accountability concerns to a manageable campus improvement plan rooted in instruction, culture and local evidence.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Review current accountability evidence, student work, attendance and implementation data.
- ☐ Listen to students, families and staff; test root causes before selecting interventions.
- ☐ Prioritize one or two system gaps and connect them to relevant ESF practices.

Vision Design

- ☐ Co-design what improved instruction and student experience will look like.
- ☐ Set an outcome target and an implementation target with baselines and dates.
- ☐ Align roles, professional learning, the master schedule and resources to the priorities.

Action and Evolution

- ☐ Launch a 30-day improvement cycle with clear owners and weekly evidence checks.
- ☐ Use observation-feedback calibration and student work to assess implementation.
- ☐ Review at six-week intervals; adapt the plan and document sustainable routines.

Evidence of completion

A one-page campus improvement plan, evidence tracker and review agenda. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 2-5, 9, 12, 17-21, 33-34, 38-39 and 45 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

WCFIX A-F Campus Action Plan Toolkit

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Review current accountability evidence, student work, attendance and implementation data.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set an outcome target and an implementation target with baselines and dates.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Launch a 30-day improvement cycle with clear owners and weekly evidence checks.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Review at six-week intervals; adapt the plan and document sustainable routines.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 2-5, 9, 12, 17-21, 33-34, 38-39 and 45.

PRACTICE CARD 02 | DIGITAL RESOURCE OR SERVICE

CSX Premium Package — Bundle + Strategy Session with Dr. Wright

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

CSX Premium Package — Bundle + Strategy Session with Dr. Wright

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 38–39, 45, 47–49 and Appendix A.

PRACTICE CARD 03 | DIGITAL RESOURCE OR SERVICE

CSX Toolkit Bundle — Workbook + Strategic Plan

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

CSX Toolkit Bundle — Workbook + Strategic Plan

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 38–39, 45, 47–49 and Appendix A.

PRACTICE CARD 04 | DIGITAL RESOURCE OR SERVICE

CSX Strategic Plan Workbook

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

CSX Strategic Plan Workbook

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

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PRACTICE CARD 05 | DIGITAL RESOURCE OR SERVICE

CSX Current State Needs Assessment

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

CSX Current State Needs Assessment

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 38–39, 45, 47–49 and Appendix A.

PRACTICE CARD 06 | DIGITAL RESOURCE OR SERVICE

Corporate CX Audit & Transformation

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Corporate CX Audit & Transformation

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 38–39, 45, 47–49 and Appendix A.

PRACTICE CARD 07 | DIGITAL RESOURCE OR SERVICE

Higher Education Partnership Pipeline

Build partnerships around a documented need, shared outcomes and a plan that continues beyond an agreement.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map feeder-pattern needs, current partners, access gaps and existing commitments.
- ☐ Use stakeholder input and root cause analysis to identify the need a partner can address.
- ☐ Check partner capacity, readiness and available resources before choosing a pathway.

Vision Design

- ☐ Co-design the intended learner, family or educator benefit with the partner.
- ☐ Define mutual responsibilities, success measures, funding needs and review dates.
- ☐ Develop an agreement and implementation design for the authorized parties to review.

Action and Evolution

- ☐ Launch a scoped pilot with named school and partner owners.
- ☐ Track access, participation, delivery and outcomes in a shared review routine.
- ☐ Review the evidence together; refine the agreement, renew or exit, and plan succession.

Evidence of completion

A partnership brief, responsibility map and implementation review tracker. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 24–32, 38–44 and 45 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Higher Education Partnership Pipeline

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map feeder-pattern needs, current partners, access gaps and existing commitments.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Define mutual responsibilities, success measures, funding needs and review dates.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Launch a scoped pilot with named school and partner owners.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Review the evidence together; refine the agreement, renew or exit, and plan succession.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 24-32, 38-44 and 45.

PRACTICE CARD 08 | DIGITAL RESOURCE OR SERVICE

District Transformation Partnership

Build partnerships around a documented need, shared outcomes and a plan that continues beyond an agreement.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map feeder-pattern needs, current partners, access gaps and existing commitments.
- ☐ Use stakeholder input and root cause analysis to identify the need a partner can address.
- ☐ Check partner capacity, readiness and available resources before choosing a pathway.

Vision Design

- ☐ Co-design the intended learner, family or educator benefit with the partner.
- ☐ Define mutual responsibilities, success measures, funding needs and review dates.
- ☐ Develop an agreement and implementation design for the authorized parties to review.

Action and Evolution

- ☐ Launch a scoped pilot with named school and partner owners.
- ☐ Track access, participation, delivery and outcomes in a shared review routine.
- ☐ Review the evidence together; refine the agreement, renew or exit, and plan succession.

Evidence of completion

A partnership brief, responsibility map and implementation review tracker. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 24–32, 38–44 and 45 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

District Transformation Partnership

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map feeder-pattern needs, current partners, access gaps and existing commitments.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Define mutual responsibilities, success measures, funding needs and review dates.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Launch a scoped pilot with named school and partner owners.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Review the evidence together; refine the agreement, renew or exit, and plan succession.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 24-32, 38-44 and 45.

PRACTICE CARD 09 | DIGITAL RESOURCE OR SERVICE

Behavior & Culture Alignment Program (BCAP)

Build a positive culture through consistent adult practices, student voice, coaching and regular review.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Review behavior, attendance, belonging and instructional-time evidence across groups.
- ☐ Observe classroom and common-area routines and listen to students, families and staff.
- ☐ Distinguish unmet support needs and inconsistent adult practice from symptoms.

Vision Design

- ☐ Co-design a small set of positively stated expectations and supportive routines.
- ☐ Define what belonging and predictable support should look like in daily practice.
- ☐ Set measurable goals and align staff responsibilities, training and family communication.

Action and Evolution

- ☐ Teach, model and rehearse the selected routines; provide specific coaching.
- ☐ Monitor implementation, lost learning time and student or staff feedback.
- ☐ Use a mid-cycle reset and end-of-cycle reflection to adjust supports and sustain gains.

Evidence of completion

A culture and routines action plan with fidelity checks and a reflection log. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 4, 8-9, 12-15, 20-21, 38 and 43-45 of Leading Schools That Work. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Behavior & Culture Alignment Program (BCAP)

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Review behavior, attendance, belonging and instructional-time evidence across groups.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Define what belonging and predictable support should look like in daily practice.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Teach, model and rehearse the selected routines; provide specific coaching.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use a mid-cycle reset and end-of-cycle reflection to adjust supports and sustain gains.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 4, 8-9, 12-15, 20-21, 38 and 43-45.

PRACTICE CARD 10 | DIGITAL RESOURCE OR SERVICE

IT Solutions

Connect technology decisions to the people, workflows and measurable outcomes the project is intended to support.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Review user needs, current workflows, adoption evidence and support gaps.
- ☐ Assess accessibility, staff readiness and data handling with the responsible specialists.
- ☐ Test whether the problem requires a technology change or a process improvement.

Vision Design

- ☐ Co-design the future workflow with the people who will use it.
- ☐ Set success criteria for user experience, adoption and intended learning or service outcomes.
- ☐ Clarify project ownership, training, approved access, resources and implementation milestones.

Action and Evolution

- ☐ Pilot the workflow and provide staff practice, support and feedback channels.
- ☐ Monitor adoption, errors and outcome evidence with a named project owner.
- ☐ Refine the rollout and document operating responsibilities and the next review.

Evidence of completion

A technology implementation brief, adoption checklist and review scorecard. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 33–39, 45–46 and 49 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

IT Solutions

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Review user needs, current workflows, adoption evidence and support gaps.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set success criteria for user experience, adoption and intended learning or service outcomes.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the workflow and provide staff practice, support and feedback channels.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Refine the rollout and document operating responsibilities and the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 33–39, 45–46 and 49.

PRACTICE CARD 11 | DIGITAL RESOURCE OR SERVICE

Community & University Partnerships Toolkit (Playbook + Tracker + Assessment)

Build partnerships around a documented need, shared outcomes and a plan that continues beyond an agreement.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map feeder-pattern needs, current partners, access gaps and existing commitments.
- ☐ Use stakeholder input and root cause analysis to identify the need a partner can address.
- ☐ Check partner capacity, readiness and available resources before choosing a pathway.

Vision Design

- ☐ Co-design the intended learner, family or educator benefit with the partner.
- ☐ Define mutual responsibilities, success measures, funding needs and review dates.
- ☐ Develop an agreement and implementation design for the authorized parties to review.

Action and Evolution

- ☐ Launch a scoped pilot with named school and partner owners.
- ☐ Track access, participation, delivery and outcomes in a shared review routine.
- ☐ Review the evidence together; refine the agreement, renew or exit, and plan succession.

Evidence of completion

A partnership brief, responsibility map and implementation review tracker. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 24–32, 38–44 and 45 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Community & University Partnerships Toolkit (Playbook + Tracker + Assessment)

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map feeder-pattern needs, current partners, access gaps and existing commitments.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Define mutual responsibilities, success measures, funding needs and review dates.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Launch a scoped pilot with named school and partner owners.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Review the evidence together; refine the agreement, renew or exit, and plan succession.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 24-32, 38-44 and 45.

PRACTICE CARD 12 | DIGITAL RESOURCE OR SERVICE

Community & University Partnerships Playbook

Build partnerships around a documented need, shared outcomes and a plan that continues beyond an agreement.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map feeder-pattern needs, current partners, access gaps and existing commitments.
- ☐ Use stakeholder input and root cause analysis to identify the need a partner can address.
- ☐ Check partner capacity, readiness and available resources before choosing a pathway.

Vision Design

- ☐ Co-design the intended learner, family or educator benefit with the partner.
- ☐ Define mutual responsibilities, success measures, funding needs and review dates.
- ☐ Develop an agreement and implementation design for the authorized parties to review.

Action and Evolution

- ☐ Launch a scoped pilot with named school and partner owners.
- ☐ Track access, participation, delivery and outcomes in a shared review routine.
- ☐ Review the evidence together; refine the agreement, renew or exit, and plan succession.

Evidence of completion

A partnership brief, responsibility map and implementation review tracker. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 24–32, 38–44 and 45 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Community & University Partnerships Playbook

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map feeder-pattern needs, current partners, access gaps and existing commitments.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Define mutual responsibilities, success measures, funding needs and review dates.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Launch a scoped pilot with named school and partner owners.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Review the evidence together; refine the agreement, renew or exit, and plan succession.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

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PRACTICE CARD 13 | DIGITAL RESOURCE OR SERVICE

Mentoring Administrators Utilizing the Effective Schools Framework

Build leadership habits that connect honest diagnosis, clear expectations, coaching and sustained implementation.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Review leadership routines, staff feedback and student or organizational evidence.
- ☐ Identify a leadership practice within your control that contributes to the priority gap.
- ☐ Agree on the problem with your team and record evidence that challenges your assumptions.

Vision Design

- ☐ Co-design the leadership practice and conditions the team needs to succeed.
- ☐ Set a growth goal with observable behaviors, baseline and review date.
- ☐ Clarify roles, protected coaching time and the support needed to implement.

Action and Evolution

- ☐ Run a plan-observe-debrief coaching cycle and rehearse one next action.
- ☐ Track practice changes alongside staff or student outcomes at agreed checkpoints.
- ☐ Adjust the growth plan and develop another leader to sustain the work.

Evidence of completion

An evidence-based leadership growth plan and coaching review log. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 1–12, 33–34, 38–39 and 45 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Mentoring Administrators Utilizing the Effective Schools Framework

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Review leadership routines, staff feedback and student or organizational evidence.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a growth goal with observable behaviors, baseline and review date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Run a plan-observe-debrief coaching cycle and rehearse one next action.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Adjust the growth plan and develop another leader to sustain the work.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

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PRACTICE CARD 14 | DIGITAL RESOURCE OR SERVICE

Community and University Partnerships Initiative

Build partnerships around a documented need, shared outcomes and a plan that continues beyond an agreement.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map feeder-pattern needs, current partners, access gaps and existing commitments.
- ☐ Use stakeholder input and root cause analysis to identify the need a partner can address.
- ☐ Check partner capacity, readiness and available resources before choosing a pathway.

Vision Design

- ☐ Co-design the intended learner, family or educator benefit with the partner.
- ☐ Define mutual responsibilities, success measures, funding needs and review dates.
- ☐ Develop an agreement and implementation design for the authorized parties to review.

Action and Evolution

- ☐ Launch a scoped pilot with named school and partner owners.
- ☐ Track access, participation, delivery and outcomes in a shared review routine.
- ☐ Review the evidence together; refine the agreement, renew or exit, and plan succession.

Evidence of completion

A partnership brief, responsibility map and implementation review tracker. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 24–32, 38–44 and 45 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Community and University Partnerships Initiative

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map feeder-pattern needs, current partners, access gaps and existing commitments.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Define mutual responsibilities, success measures, funding needs and review dates.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Launch a scoped pilot with named school and partner owners.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Review the evidence together; refine the agreement, renew or exit, and plan succession.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

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PRACTICE CARD 15 | DIGITAL RESOURCE OR SERVICE

30-Minute CX Strategy Consultation

Use a focused strategy conversation to clarify one challenge and select a practical next step.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Prepare a short challenge statement, one baseline and relevant assessment findings.
- ☐ Identify the stakeholder affected and distinguish evidence from assumptions.
- ☐ Bring one question that would help you decide what to do next.

Vision Design

- ☐ Describe the experience or outcome you want to improve.
- ☐ Agree on a feasible priority within your current resources.
- ☐ Define what evidence would show that the next step is working.

Action and Evolution

- ☐ Record the next action, owner and due date before the conversation ends.
- ☐ Schedule a local review of implementation and stakeholder feedback.
- ☐ Use the review to adapt the plan or identify additional support.

Evidence of completion

A focused next-step brief. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 4, 38–39, 45 and 48–49 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

30-Minute CX Strategy Consultation

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Prepare a short challenge statement, one baseline and relevant assessment findings.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Agree on a feasible priority within your current resources.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Record the next action, owner and due date before the conversation ends.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use the review to adapt the plan or identify additional support.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 4, 38-39, 45 and 48-49.

PRACTICE CARD 16 | DIGITAL RESOURCE OR SERVICE

Coaching for School District and Campus Level Administrators

Build leadership habits that connect honest diagnosis, clear expectations, coaching and sustained implementation.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Review leadership routines, staff feedback and student or organizational evidence.
- ☐ Identify a leadership practice within your control that contributes to the priority gap.
- ☐ Agree on the problem with your team and record evidence that challenges your assumptions.

Vision Design

- ☐ Co-design the leadership practice and conditions the team needs to succeed.
- ☐ Set a growth goal with observable behaviors, baseline and review date.
- ☐ Clarify roles, protected coaching time and the support needed to implement.

Action and Evolution

- ☐ Run a plan-observe-debrief coaching cycle and rehearse one next action.
- ☐ Track practice changes alongside staff or student outcomes at agreed checkpoints.
- ☐ Adjust the growth plan and develop another leader to sustain the work.

Evidence of completion

An evidence-based leadership growth plan and coaching review log. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 1–12, 33–34, 38–39 and 45 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Coaching for School District and Campus Level Administrators

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Review leadership routines, staff feedback and student or organizational evidence.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a growth goal with observable behaviors, baseline and review date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Run a plan-observe-debrief coaching cycle and rehearse one next action.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Adjust the growth plan and develop another leader to sustain the work.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 1-12, 33-34, 38-39 and 45.

PRACTICE CARD 17 | DIGITAL RESOURCE OR SERVICE

Wright Consulting CX Bundle — Assessment + Workbook

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Wright Consulting CX Bundle — Assessment + Workbook

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 38–39, 45, 47–49 and Appendix A.

PRACTICE CARD 18 | DIGITAL RESOURCE OR SERVICE

FIX LLC CX Design Series: Transformation Workbook

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

FIX LLC CX Design Series: Transformation Workbook

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 38–39, 45, 47–49 and Appendix A.

PRACTICE CARD 19 | DIGITAL RESOURCE OR SERVICE

Wright Consulting FIX (CX) Maturity Assessment

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Wright Consulting FIX (CX) Maturity Assessment

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 38–39, 45, 47–49 and Appendix A.

PRACTICE CARD 20 | ONLINE PROGRAM

WCFIX CX Leadership: Strategy and Team Development

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

WCFIX CX Leadership: Strategy and Team Development

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 38–39, 45, 47–49 and Appendix A.

PRACTICE CARD 21 | ONLINE PROGRAM

WCFIX Leadership Toolkit Resource Library

Use the leadership resource collection to turn one campus priority into collaborative daily practice.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Choose the relevant guide and assemble current campus and stakeholder evidence.
- ☐ Use needs assessment, root cause analysis or SWOT to agree on a priority.
- ☐ Record a baseline and the team members responsible for the work.

Vision Design

- ☐ Co-design the intended improvement with the people closest to implementation.
- ☐ Define a measurable target and connect the priority to the appropriate book chapters.
- ☐ Select a team process, clarify roles and schedule protected implementation time.

Action and Evolution

- ☐ Apply observation-feedback calibration, quality-circle meetings or individual check-ins.
- ☐ Track actions, evidence and support needs in the editable planning tools.
- ☐ Review progress, adapt the approach and record the next cycle and review date.

Evidence of completion

A completed team checklist, assigned action plan and recurring review routine. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 3–5, 8–15, 33–39 and 45–46 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

WCFIX Leadership Toolkit Resource Library

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Choose the relevant guide and assemble current campus and stakeholder evidence.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Define a measurable target and connect the priority to the appropriate book chapters.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Apply observation-feedback calibration, quality-circle meetings or individual check-ins.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Review progress, adapt the approach and record the next cycle and review date.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 3-5, 8-15, 33-39 and 45-46.

PRACTICE CARD 22 | ONLINE PROGRAM

Comprehensive Safety & Security Audit Training

Organize a collaborative safety review and corrective-action process around documented evidence and approved local procedures.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Have authorized personnel review existing audit records, reporting routines and approved procedures.
- ☐ Collect appropriate staff feedback and identify unresolved corrective actions.
- ☐ Refer priority concerns to the designated safety lead for assessment and escalation.

Vision Design

- ☐ Co-design clear responsibilities, accessible communication and a safe learning environment.
- ☐ Confirm the scope and applicable current requirements with qualified district personnel.
- ☐ Prioritize corrective actions, accountable owners, resources and verification dates.

Action and Evolution

- ☐ Implement approved actions and training through designated qualified personnel.
- ☐ Record verification of corrections and lessons from authorized exercises or reviews.
- ☐ Reassess after changes or incidents; revise approved plans with the responsible team.

Evidence of completion

A corrective-action register with owners, verification evidence and review dates. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 4, 9, 20, 33–34, 38 and 45–46 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Comprehensive Safety & Security Audit Training

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Have authorized personnel review existing audit records, reporting routines and approved procedures.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Confirm the scope and applicable current requirements with qualified district personnel.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Implement approved actions and training through designated qualified personnel.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Reassess after changes or incidents; revise approved plans with the responsible team.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 4, 9, 20, 33–34, 38 and 45–46.

PRACTICE CARD 23 | ONLINE PROGRAM

Customer Experience Workbook: Guided Implementation

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Customer Experience Workbook: Guided Implementation

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 38–39, 45, 47–49 and Appendix A.

PRACTICE CARD 24 | ONLINE PROGRAM

Athletics Program Redesign and Alignment

Align athletics with academics, student belonging, character and consistent expectations across the feeder pattern.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Review participation, access, academic progress, coaching routines and resource allocation.
- ☐ Gather student-athlete, family and staff perspectives and examine transition gaps.
- ☐ Have authorized staff check applicable current rules and district policies.

Vision Design

- ☐ Co-design a shared feeder-pattern philosophy centered on the student-athlete.
- ☐ Set academic, participation and development goals with baseline measures.
- ☐ Align coach roles, progression expectations, schedules, communication and resources.

Action and Evolution

- ☐ Pilot one aligned coaching or student-support practice with a named owner.
- ☐ Review participation, academic progress and implementation evidence at agreed checkpoints.
- ☐ Use athlete and family feedback to revise the plan and document the next season's priorities.

Evidence of completion

An athletics alignment plan and student-development review scorecard. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 20, 22-23, 33-34, 38-39 and 45 of Leading Schools That Work. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Athletics Program Redesign and Alignment

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Review participation, access, academic progress, coaching routines and resource allocation.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set academic, participation and development goals with baseline measures.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot one aligned coaching or student-support practice with a named owner.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use athlete and family feedback to revise the plan and document the next season's priorities.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 20, 22-23, 33-34, 38-39 and 45.

PRACTICE CARD 25 | ONLINE PROGRAM

WCFIX CX Transformation: Journey Design and Implementation

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

WCFIX CX Transformation: Journey Design and Implementation

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 38–39, 45, 47–49 and Appendix A.

PRACTICE CARD 26 | ONLINE PROGRAM

Behavior and Culture Alignment Program

Build a positive culture through consistent adult practices, student voice, coaching and regular review.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Review behavior, attendance, belonging and instructional-time evidence across groups.
- ☐ Observe classroom and common-area routines and listen to students, families and staff.
- ☐ Distinguish unmet support needs and inconsistent adult practice from symptoms.

Vision Design

- ☐ Co-design a small set of positively stated expectations and supportive routines.
- ☐ Define what belonging and predictable support should look like in daily practice.
- ☐ Set measurable goals and align staff responsibilities, training and family communication.

Action and Evolution

- ☐ Teach, model and rehearse the selected routines; provide specific coaching.
- ☐ Monitor implementation, lost learning time and student or staff feedback.
- ☐ Use a mid-cycle reset and end-of-cycle reflection to adjust supports and sustain gains.

Evidence of completion

A culture and routines action plan with fidelity checks and a reflection log. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 4, 8-9, 12-15, 20-21, 38 and 43-45 of Leading Schools That Work. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Behavior and Culture Alignment Program

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Review behavior, attendance, belonging and instructional-time evidence across groups.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Define what belonging and predictable support should look like in daily practice.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Teach, model and rehearse the selected routines; provide specific coaching.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use a mid-cycle reset and end-of-cycle reflection to adjust supports and sustain gains.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 4, 8-9, 12-15, 20-21, 38 and 43-45.

PRACTICE CARD 27 | ONLINE PROGRAM

Community and University Partnerships Bundle

Build partnerships around a documented need, shared outcomes and a plan that continues beyond an agreement.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map feeder-pattern needs, current partners, access gaps and existing commitments.
- ☐ Use stakeholder input and root cause analysis to identify the need a partner can address.
- ☐ Check partner capacity, readiness and available resources before choosing a pathway.

Vision Design

- ☐ Co-design the intended learner, family or educator benefit with the partner.
- ☐ Define mutual responsibilities, success measures, funding needs and review dates.
- ☐ Develop an agreement and implementation design for the authorized parties to review.

Action and Evolution

- ☐ Launch a scoped pilot with named school and partner owners.
- ☐ Track access, participation, delivery and outcomes in a shared review routine.
- ☐ Review the evidence together; refine the agreement, renew or exit, and plan succession.

Evidence of completion

A partnership brief, responsibility map and implementation review tracker. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 24–32, 38–44 and 45 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Community and University Partnerships Bundle

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map feeder-pattern needs, current partners, access gaps and existing commitments.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Define mutual responsibilities, success measures, funding needs and review dates.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Launch a scoped pilot with named school and partner owners.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Review the evidence together; refine the agreement, renew or exit, and plan succession.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 24-32, 38-44 and 45.

PRACTICE CARD 28 | ONLINE PROGRAM

Customer Experience Maturity Diagnostic: Assess, Align, Advance

Turn customer and stakeholder feedback into a focused improvement plan your team can test and measure.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.
- ☐ Compare stakeholder feedback with service records and an evidence-supported maturity baseline.
- ☐ Test the likely root cause with the staff and people who experience the process.

Vision Design

- ☐ Co-design the desired experience with customers or families and frontline staff.
- ☐ Set a service promise and one measurable outcome with a baseline and target date.
- ☐ Select a feasible improvement and identify the resources and decision owner.

Action and Evolution

- ☐ Pilot the redesigned journey; assign an owner, milestone and feedback method.
- ☐ Compare implementation evidence and customer outcomes at 30, 60 and 90 days.
- ☐ Use findings to continue, adapt or stop the change; document the next review.

Evidence of completion

A journey map, priority diagnosis and one-page improvement plan. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 38–39, 45, 47–49 and Appendix A of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Customer Experience Maturity Diagnostic: Assess, Align, Advance

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Map one priority journey from first contact through resolution; document delays, handoffs and unmet needs.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a service promise and one measurable outcome with a baseline and target date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Pilot the redesigned journey; assign an owner, milestone and feedback method.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Use findings to continue, adapt or stop the change; document the next review.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 38–39, 45, 47–49 and Appendix A.

PRACTICE CARD 29 | ONLINE PROGRAM

Leadership Agility & Growth Mindset Coaching

Build leadership habits that connect honest diagnosis, clear expectations, coaching and sustained implementation.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Review leadership routines, staff feedback and student or organizational evidence.
- ☐ Identify a leadership practice within your control that contributes to the priority gap.
- ☐ Agree on the problem with your team and record evidence that challenges your assumptions.

Vision Design

- ☐ Co-design the leadership practice and conditions the team needs to succeed.
- ☐ Set a growth goal with observable behaviors, baseline and review date.
- ☐ Clarify roles, protected coaching time and the support needed to implement.

Action and Evolution

- ☐ Run a plan-observe-debrief coaching cycle and rehearse one next action.
- ☐ Track practice changes alongside staff or student outcomes at agreed checkpoints.
- ☐ Adjust the growth plan and develop another leader to sustain the work.

Evidence of completion

An evidence-based leadership growth plan and coaching review log. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 1–12, 33–34, 38–39 and 45 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

Leadership Agility & Growth Mindset Coaching

Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Review leadership routines, staff feedback and student or organizational evidence.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set a growth goal with observable behaviors, baseline and review date.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Run a plan-observe-debrief coaching cycle and rehearse one next action.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Adjust the growth plan and develop another leader to sustain the work.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 1-12, 33-34, 38-39 and 45.

PRACTICE CARD 30 | ONLINE PROGRAM

Public Schools Turnaround: Instructional Excellence & Fidelity Framework

Move from accountability concerns to a manageable campus improvement plan rooted in instruction, culture and local evidence.

Team / organization: _____ Review date: _____

Audit and Diagnostic

- ☐ Review current accountability evidence, student work, attendance and implementation data.
- ☐ Listen to students, families and staff; test root causes before selecting interventions.
- ☐ Prioritize one or two system gaps and connect them to relevant ESF practices.

Vision Design

- ☐ Co-design what improved instruction and student experience will look like.
- ☐ Set an outcome target and an implementation target with baselines and dates.
- ☐ Align roles, professional learning, the master schedule and resources to the priorities.

Action and Evolution

- ☐ Launch a 30-day improvement cycle with clear owners and weekly evidence checks.
- ☐ Use observation-feedback calibration and student work to assess implementation.
- ☐ Review at six-week intervals; adapt the plan and document sustainable routines.

Evidence of completion

A one-page campus improvement plan, evidence tracker and review agenda. Record the baseline, target, owner, due date, review date and next decision.

Book connection: Chapters 2-5, 9, 12, 17-21, 33-34, 38-39 and 45 of *Leading Schools That Work*. Ask: What will the people we serve experience differently?

AI support: Use approved or de-identified evidence to draft questions or summarize patterns. Your team validates findings, includes affected voices and makes decisions.

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Score the evidence, then agree on one improvement. Use this rubric alongside the checklist on the previous page.

Audit and Diagnostic

Evidence focus: Review current accountability evidence, student work, attendance and implementation data.

0 - No usable baseline or verified evidence.

1 - Evidence gathered, but sources, perspectives or root-cause assumptions remain incomplete.

2 - Dated baseline and multiple evidence sources; affected voices inform a tested diagnosis.

3 - Diagnosis revisited with new evidence; alternative explanations tested and priorities refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Vision Design

Evidence focus: Set an outcome target and an implementation target with baselines and dates.

0 - No agreed desired experience or target.

1 - Vision drafted, but target, roles or resources remain unclear.

2 - People closest to the work agree on the desired experience, baseline, measurable target and responsibilities.

3 - The team validates the vision against feasibility and stakeholder feedback; target or design is refined.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Action Practice

Evidence focus: Launch a 30-day improvement cycle with clear owners and weekly evidence checks.

0 - No action owner, timeline or implementation record.

1 - Action plan drafted; ownership, deadlines or actual practice are inconsistent.

2 - A feasible action is implemented with an owner, timeline and dated evidence of practice.

3 - Implementation is checked for consistency; feedback is used to strengthen the practice.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Evolution and Impact

Evidence focus: Review at six-week intervals; adapt the plan and document sustainable routines.

0 - No review date or comparison with the baseline.

1 - Review planned or anecdotal; results and decisions are not documented.

2 - At the scheduled review, the team compares results with the baseline and target and records continue, adapt or stop.

3 - The team repeats the review cycle, tests the adaptation and documents sustained learning and outcomes.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Collaboration and Human Judgment

Evidence focus: stakeholder input, team decisions and any AI-assisted draft.

0 - Decisions made without affected voices or evidence validation.

1 - Some input sought, but disagreement, inclusion or validation is undocumented.

2 - Affected voices inform the decision; the team verifies evidence and records the rationale. People review any AI output.

3 - The team returns its decision to stakeholders, checks whose needs remain unmet and adjusts the approach.

Score: ___ / 3 or NE Evidence reference: _____ Next improvement: _____

Team review: Date _____ Reviewers _____ Next review _____

NE = not yet examined; it is not a score of zero. Keep a five-score profile rather than a total or percentage. A high score in one area does not compensate for missing evidence elsewhere. Agree on the lowest-evidence priority and name its owner.

This author-developed rubric supports reflection; it is not a validated diagnostic, certification or official school rating. Book connection: chapters 2-5, 9, 12, 17-21, 33-34, 38-39 and 45.

Team action and evolution log

Priority: _____

Baseline and source: _____

Desired outcome and target date: _____

Action / evidence	Owner	Due	Review / next decision

Use the five-criterion rubric in your companion guide. Record each criterion separately with evidence; NE means not yet examined. Choose one improvement and reassess at the next review.

Decision: ☐ Continue ☐ Adapt ☐ Stop Next review: _____

Source and practice notes

Wright, H. L. (2026). Leading schools that work: Practical lessons for principals, superintendents, and district leaders. Wright Consulting FIX. Forthcoming manuscript.

The card crosswalk uses relevant chapter topics, not an assertion that the book contains these exact checklists. The checklists are newly developed companion exercises.

Current official sources

Effective Schools Framework

<https://texasesf.org/the-framework/>

Texas Education Agency ESF guidance

<https://tea.texas.gov/educators/aligned-frameworks/effective-schools-framework>

UIL Constitution and Contest Rules

<https://www.uiltexas.org/policy/constitution/athletics>

Texas School Safety Center audit resources

<https://txsscweb1.txssc.txstate.edu/tools/ss-audit-toolkit/>

Source check: October 10, 2026. Official ESF pages currently display different framework versions and numbering. Record the version required for your district or TEA engagement; do not assume a historical essential-action number remains current.

For safety practice, use approved local procedures and qualified personnel. For athletics, have the responsible administrator verify applicable current rules. Course completion and WCFIX planning rubrics do not certify regulatory compliance.

Apply in a team setting

Separate activity from impact. A completed checklist shows that the work occurred; stakeholder and outcome evidence show whether it helped. Share the decision and next review with the team.

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