

CASE STUDY

Indianapolis Public Schools

Indianapolis Public Schools, with insights from Kim Kennedy, Director of Professional Standards, sought a case management platform tailored to the unique needs of K-12 education

The Challenge: Disconnected Systems and Compliance Risk

Before implementing Guardian, Indianapolis Public Schools faced significant challenges with case management. The district was using a variety of disconnected tools, including Google Forms, Excel spreadsheets, and email, to manage cases. This decentralized approach resulted in a lack of consistency and centralized tracking. The absence of a unified system created departmental silos and exposed the district to compliance risks.



Our Solution: A Centralized, K-12 Focused Platform

Guardian provided a single, centralized case management platform built exclusively for the needs of a school district. This allowed Indianapolis to manage cases across various departments—including Title IX, Employee Relations, Bullying & Harassment, and Student Conduct—all in one place.

Key aspects of the solution include:

- **Purpose-Built for Education:** The platform is designed to address the specific compliance and documentation challenges found in K-12 schools. Kim Kennedy noted, "We needed something built for schools. Something that works the way we do."
- **Configurable to District Needs:** The system was adapted to match Indianapolis's existing internal processes. "We didn't have to change how we worked to fit the system. Guardian fit us," said Kennedy.
- **A Collaborative Partnership:** The district became a collaborator in shaping the platform's capabilities, ensuring it evolved with their real-world needs.

Results & Impact:

Improved Accountability and Defensibility

The implementation of Guardian led to measurable improvements in accountability, efficiency, and legal defensibility.



Increased Accountability & Transparency: With a centralized system, the district achieved greater consistency and transparency in case management.



Streamlined & Defensible Workflows: The platform provides clear audit trails, automated deadlines, and standardized documentation, ensuring timely and well-documented case workflows. Kennedy stated, "Now, we can say: here's what we did, when we did it, and why. If anyone questions it, we have the documentation."



Data-Informed Decision-Making: Built-in reports offer real-time insights into case trends and compliance metrics, empowering leadership to make informed decisions. "We can now pull reports on the fly and show exactly what's happening in our schools—that's powerful," Kennedy added.

Looking Forward: A System That Grows with the District

Indianapolis Public Schools views Guardian as more than just a software tool; it's a foundational part of its operational strategy. Through a user-led development partnership, Guardian actively involves the district in its evolution, ensuring the platform continues to meet their future needs. As summarized by Kim Kennedy, "Guardian isn't just a tool. It's part of how we protect our students, support our staff, and stay accountable as a district". This collaborative approach ensures the system will continue to grow and adapt with the district.

