

# Buena Park Schools Modernize Communication and Improve Learning with Xerox® Workflow Central Platform

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– BPSD’s Chief Operating Officer Michael Magboo



## ABOUT THE CLIENT

Located in Orange County, California, the Buena Park School District serves a diverse ethnic and socio-economic student population of approximately 4,600 students in five elementary schools, two middle school campuses, and one K-8 online academy.

## CASE STUDY SNAPSHOT



### The Challenge

- Needed to better accommodate the district’s diverse student population which speaks a number of different languages.
- Communicating with parents was difficult since many do not speak or read English.
- Needed more efficient administrative processes for consistently handling records.
- Sending documents away for translation was costly and time-consuming.



### The Solution

- [Xerox® Workflow Central Platform](#) provides a single, flexible workflow platform.
- Administrators and teachers can instantly translate learning materials into multiple languages.
- Administrators can communicate with parents in their own language.
- Summarize and redact tools automate document processes.



### The Results

- Improved communication with parents means the district can better ensure student safety.
- Students are better able to learn in their own language, including audio translations to address reading challenges.
- Automated summarize and redact tools save staff time.
- Instant translation saves time and money.



## THE CHALLENGE

### Language barriers to education and communication

The Buena Park School District faced a substantial challenge in meeting the varied needs of its diverse population of 4,600 students across the seven schools and one online academy it serves. Approximately 94% of its student body are students of color, speaking a number of languages including Spanish, Korean, Filipino, Vietnamese, and Arabic.

The district was looking for a better way to provide an educational environment that integrated its students' many languages and the resulting learning needs. It also wanted to improve the way it communicated with parents, many of whom do not speak or read English.

It wanted a solution that would help students learn in their own language, simplify teachers' ability to accommodate diversity in the classroom, and help the administration effectively convey important information to parents.

"We are building an environment for students to be successful, regardless of their economic situation," says BPSD's Chief Operating Officer, Michael Magboo. The question was how to integrate its educational, administrative, and communication needs within a single platform to help achieve that environment.

## THE SOLUTION

### A flexible workflow platform

The district worked with QDoxs, a local Xerox business partner, to evaluate its requirements. QDoxs recommended [Xerox® Workflow Central Platform](#) as a reliable and flexible platform that offers the real-time solutions Buena Park needed.

"We knew that the ability for students to have various platforms to learn is being needed more and more. But we also wanted to be able to improve the tools the teachers use without creating more work," observed Lindsey Marks, VP of Sales for QDoxs.

The district deployed Workflow Central to meet its high standards with a better way to work and communicate. The platform provides a library of workflows that save teachers and administrative staff time and optimizes communication with parents and the community:

- The translate tool ensures instant and accurate conversion of parent communication.
- Combination workflows such as translate plus audio conversion allow students with reading deficiencies to listen and learn.
- The redact workflow automatically obscures personal information using set words or phrases, saving hours of manual processing time on public records archiving.
- The summarize workflow creates smaller, abridged files that are easier to digest, helping staff assemble educational packages required for grants, condense long meeting notes, and fulfill other needs.

"Everything that BPSD does is about their students and teachers and making the learning experience better. That's the beauty of Workflow Central – different people can be using different applications within an organization to do their job better."

– Lindsey Marks, VP of Sales for QDoxs.

## THE RESULTS

### Improved learning and communications

The [Workflow Central Platform](#) has made investing in infrastructure and new technology easy for everyone, modernizing the district's classrooms and offices, and the way staff, teachers, students, and the community connect with one another.

With the enhanced tools of the [Workflow Central Platform](#), district administrators, teachers, and parents are literally on the same page when it comes to communications.

BPSD's Secretary Letty Zaragoza notes that, "Communication between parents and the district is very important because we want to have our kids safe at all times, and we want to send the correct information to the parents—in their correct language."

Students can now read and listen to educational material in their own language, a particularly helpful feature for those with reading challenges. Teachers save time in preparing education materials and meeting students' diverse needs. And the platform's summarize and redact tools let office staff be more efficient.

"I believe the district has not only done a good job communicating, it has done a really good job pivoting to meet the demands of whatever issue should come up. And Workflow Central is a very big part of it," COO Magboo says. "I'm not kidding when I say everyone uses it here."

Learn more at [Xerox® Workflow Central Platform](#).