Hemet Schools

Hemet Unified Schools District Improves Transportation Maintenance and Complaint Management

Hemet Unified School District is a school district in Hemet, California which covers Hemet, East Hemet, Valle Vista, Anza, Winchester, and Idyllwild.

CHALLENGES

- Outdated Tracking Model

With no standardized process except email to track complaints, Hemet was struggling with issues slipping through the cracks.

- Operational Inefficiencies

Inefficient processes and a lack of automated notifications were leading to higher costs and slower turnaround on resolutions.

- Technological Gaps

Hemet desperately wanted to escape manual data tracking and multiply their forces with the power of software automation.

- Compliance & Accountability

They needed to meet the legal requirements for data tracking and storage, plus be able to provide parents with status updates.

TRANSFORMATION STRATEGY

- **Complaint Handling Transformation**
- **Centralized Digital Solution**
- **Process Optimization**
- **Lean Tech Stack**
- **Automation Workflows**
- **Visibility Controls for Legal Compliance**

- +1 757-213-1350
- www.issuetrak.com
- @issuetrak
- sales@issuetrak.com

HEMET'S CONFIGURATION FOR SUCCESS

- **Standard Internal HR Webform**

A data collection form with standard fillable fields for staff to submit issues.

- **External-Facing Custom Webform**

A custom-made form offers parents an immediate way to seamlessly submit transportation complaints.

- **Identity Management & OAuth**

Issuetrak provided the necessary visibility controls in order to meet legal requirements.

- **Pre-Submit Screen**

User-defined fields on Issue Forms and pre-crafted custom messages offer an easy-to-select complaint dropdown to classify submissions.

CONCLUSION

Hemet refined their process, using Issuetrak 's centralized solution to efficiently track issues and securely handle complaints so that nothing gets lost in the shuffle.