

Overcoming Chronic Absenteeism

IRVING INDEPENDENT SCHOOL DISTRICT RELIES ON POWERSCHOOL ATTENDANCE INTERVENTION



In Texas, Irving ISD's mission in tackling chronic absenteeism is to remove barriers to attendance while increasing whole-district collaboration. Determined to return to pre-pandemic attendance rates, improve family engagement, and streamline workflows, Irving ISD implemented [PowerSchool Attendance Intervention](#). In short time, they saw attendance increases, gains in staff productivity, and improved communication with the numerous district families that spoke a language other than English.



24,000+
Students



32
Schools



3,400+
Staff

Top Reasons Irving ISD Chose PowerSchool Attendance Intervention

Irving ISD was looking to solve the problem of lower district-wide attendance rates in the '22-'23 and '23-'24 school years, which were still 5% less than pre-COVID levels.

When staff worked within a system of calling families, filing paperwork, and leading attendance clerks, attendance improved, but they wanted to see more change. For example, they realized that their system required too much manpower. Irving's attendance clerks were using the whole workday to call the parents of students with unexcused absences, and truancy paperwork was falling behind. The district pinpointed efficiency and communication challenges as the primary areas where they needed support to reach attendance goals.

AT A GLANCE



Challenges

- Attendance remained 5% below pre-COVID rates
- Communicating with families across multiple languages
- Manual, inefficient workflows



Solution

- [PowerSchool Attendance Intervention](#)
- [PowerSchool eSchoolPlus SIS](#)



Results

- 96% attendance rate after the first six weeks of use
- Two-way communication in multiple languages started day one
- Attendance clerks use just 15 minutes daily to contact families about absences

For the '22-'23 school year, Irving ISD set the goal to boost attendance to 94%, and they did not meet their goal. They improved attendance by 2.5%, but needed more.

After seeing a PowerSchool Attendance Intervention demo in April, staff recognized the value of the product and how it could impact their absenteeism challenges, but had concerns it could be implemented in time for back to school. PowerSchool's implementation team worked diligently with Irving ISD staff over the summer to ensure the district could use the tool for the upcoming academic year.

How PowerSchool Attendance Intervention Improved District-wide Communication

With Attendance Intervention, Irving ISD improved communication right away, and in real-time. Within six weeks, their efforts resulted in increased attendance rates and their workflows were more streamlined. The district embraced the idea of "active two-way communication," as championed by Attendance Works.

By increasing opportunities for families to interact back-and-forth with their school in real-time and in multiple languages, the district saw real change.

At times when attendance was still an issue in other schools, and when attendance in Irving ISD typically drops because of winter illnesses, the district was still seeing positive attendance rates above 95%. Staff credit Attendance Intervention for reaching these rates, saying it saves staff time and enables the power of active two-way communication.

Now, the district has phased out all other communications tools, and they use Attendance Intervention for various types of messaging.

How PowerSchool Attendance Intervention Improves District Workflows

Before adopting Attendance Intervention, Irving ISD's attendance clerks had to make so many phone calls to families that it would take them hours each day, especially when considering the frequent need for translation or common daily interruptions. Not only were they spending a lot of time on calls, but they were behind on paperwork too.

The district recognized that they needed automation to improve attendance workflows and handle paperwork more quickly. Now, with a click of a button, they can send parents attendance updates or truancy letters, or even automate the solution to send them.

Implications for the future

Irving ISD has been reflecting on their attendance numbers and the difference the district has seen in just half of a school year. With great gains, the district can look to the future instead of feeling behind.

In Texas, when schools have higher attendance rates, they receive more state funding. Irving ISD set its goal for 93%, and is reporting attendance now at 95%. That two percent boost saves positions and programs—funding the district can put to good use.

Conclusion

With PowerSchool Attendance Intervention, Irving Independent School District regained their pre-pandemic attendance rates, improved communication with families by meeting them where they are, and automated workflows to save time. They recouped valuable state funding, got students back in the classroom, and built a district-wide culture of attendance.

Increase Student Attendance and Family Engagement

Visit www.PowerSchool.com or call 1-877-873-1550 to learn more.