Studer Education

MICHIGAN

Strengthening Leadership, Building Trust



OUTCOMES | Forest Hills Public Schools

EMPLOYEE EXPERIENCE
↑18.46
NPS POINTS
Employee Net Promoter Score (NPS) increased from -2.50 to 15.96 in one year.

EMPLOYEE SATISFACTION
↑3.29
PARTICIPATION POINTS
Employees giving the district the highest possible ratings increased from 24.60% to 27.89%.

PARENT ADVOCACY
↑4.13
NPS POINTS
Parent Net Promoter Score (NPS) increased from 52.49 to 56.62 in one year.

PARENT SATISFACTION
↑2.25
NPS POINTS
Parents giving the district the highest possible ratings increased from 43.82% to 46.07%.

EMPLOYEE & PARENT ENGAGEMENT
↑30% & ↑36%
PARTICIPATION
Survey participation increased 30% among employees and 36% among parents.

AT A GLANCE

STATE	ENROLLMENT	SCHOOLS	FOCUS AREA	STUDER EDUCATION PARTNER SINCE
Michigan	9,000 Students	18 Campuses	Leadership & Culture	2025

CHALLENGE

Forest Hills Public Schools wanted to strengthen leadership and build greater connection across the district. Leaders recognized the need to better understand employee and family experiences, improve communication, and create more consistent ways to listen and respond. They sought a partner that could provide research, data, and practical guidance to help build a culture where people feel heard, valued, and supported.

SOLUTION

In partnership with Studer Education, Forest Hills brought instructional, district, and operational leaders together to strengthen leadership practices and organizational culture. Through Leadership Development Institutes (LDIs), employee listening, and ongoing survey feedback, the district gained valuable insights to guide decisions and improve communication. A consistent K-12 parent communication plan further strengthened connections with families.

> *Working with Studer Education has made a noticeable, positive impact on our district culture — our staff feels truly valued as barriers are broken down, and there is a heightened awareness around the power of recognition. At the same time, improved communication has strengthened our connection with parents, creating a more supportive and engaged community overall.*
>
> — Ben Kirby, Superintendent

FH FOREST HILLS PUBLIC SCHOOLS

LEADERSHIP IN ACTION

CONSISTENT PARENT COMMUNICATION
Using family feedback, Forest Hills developed a district-wide communication plan for elementary and secondary families. The plan establishes consistent expectations for communicating about academics, logistics, and safety, including a "Promise to Families" to acknowledge messages within 24-48 hours.

PURPOSEFUL LEADER ROUNDING
District leaders established regular rounding conversations to better understand employee experiences, identify challenges, and strengthen relationships. By listening directly to instructional and operational staff, leaders gained insights to guide meaningful follow-up and reinforce a culture where employees feel heard and valued.

LEADERSHIP DEVELOPMENT INSTITUTES (LDIs)
Through monthly, six-hour Leadership Development Institutes, Forest Hills brought instructional, operational, and district leaders together to strengthen leadership practices and build connections across departments. These collaborative sessions helped break down organizational silos and establish a more consistent approach to leadership throughout the district.

DATA-INFORMED DECISION-MAKING
Forest Hills expanded its use of employee, parent, and student surveys to better understand experiences across the district. By increasing participation, reviewing feedback, and identifying opportunities for improvement, leaders strengthened their ability to make informed decisions and respond to the needs of employees, students, and families.

SUMMARY

Forest Hills Public Schools in Michigan partnered with Studer Education to strengthen leadership, improve communication, and build a more connected district culture. By bringing instructional and operational leaders together, establishing consistent feedback practices, and taking intentional action on employee and family experiences, the district created a stronger foundation for organizational improvement. Within the first year of the partnership, Forest Hills achieved measurable gains in employee and parent advocacy, satisfaction, and survey participation, including an 18.46-point increase in its Employee Net Promoter Score.

LASTING IMPACT

Through its partnership with Studer Education, Forest Hills Public Schools has established a stronger foundation for leadership development, communication, and continuous improvement. By bringing instructional and operational leaders together and creating consistent opportunities to listen and respond, the district has strengthened its ability to understand employee and family experiences and take meaningful action.

The district's first-year progress reflects the value of these intentional leadership practices. Improvements in employee and parent advocacy, satisfaction, and survey participation demonstrate growing engagement across the school community. Just as importantly, the district has developed more consistent ways to recognize contributions, address concerns, and build relationships that support a positive organizational culture.

Building on this foundation, Forest Hills is focusing on improving the student experience, supporting employee well-being, and developing future leaders. Its continued partnership with Studer Education provides an opportunity to sustain the leadership practices established during the first year while adapting to emerging priorities and strengthening the district's culture over time.