

**B**ronzeville Academy Charter School in Chicago, IL, serves K-8 students with a commitment to educational excellence in science, technology, engineering, arts, and math. Their mission is to “Develop scholars into contributing members of a global community, through a nurturing, comprehensive, and meaningful education.” When Rebecca Parker came on as the new Director of Special Education, she set out to do precisely that.

Rebecca Parker comes from the fourth-largest school district in the country. As a new leader of a smaller charter school, she brought her expertise and experience to update Bronzeville’s processes and carry out the school’s mission. By signing on with EmbraceEP®, Rebecca was able to resolve many of Bronzeville’s issues through the easy-to-use, thoughtful, and intuitive system where her staff can collaborate effectively in one central location.

“Providing staff with access to our former system was just archaic,” stated Parker. “It seemed like the technology wasn’t new enough that people felt comfortable. They would get into the system, and they couldn’t figure out where to go. They could also damage some things, because you couldn’t really give people read-only access. It was just very nerve-wracking.”

Parker expressed how the EmbraceEP® system is much easier to use. One of the biggest reliefs is that staff can now work on IEPs and 504 plans at the same time. “That’s a huge piece that wasn’t something that we could do [previously]. Sometimes, people would be working on the same thing, at the same time, and you couldn’t tell...or, you were working on it and you think you saved it, [but] somebody else, apparently, had it open and it didn’t save your work. That was really stressful for our team.”



### Key Facts About Bronzeville Academy Charter School:

- Serves K-8 students.
- Located in Chicago, IL.
- Prior to Embrace®, Bronzeville struggled with user-friendly access and compliance checks.

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Parker found that they were also putting various documents in various different Google folders, which created duplicate work, and presented numerous challenges. “Now, everything is in one place - MTSS, IEP, 504, and Medicaid billing. Having all of that together is definitely one of my favorites. It’s web-based and super easy to use.”

Enhanced compliance checks are another reason why Rebecca chose Embrace®. “Our former system would allow our teachers to add things that were incorrect or miscalculating, which caused errors in a finalized IEP. That was really a struggle, whereas in Embrace®, there are certain things that only allow you to get to a certain point and it’ll say ‘hey, check on this.’” Embrace® constantly tracks changes to state guidelines and updates forms quickly to ensure districts maintain compliance.

Another feature that Parker raved about was the customer support chat functionality. “The fact that we can chat [with customer support] - oh my gosh - that is awesome.”

Parker also shared that she appreciated the hands-on training and implementation. “I had given Embrace® all my staff, but then with turnover in that first week, we had new staff those first days, so we had to pause and get people access, so the implementation specialist had to backpedal a little.” Parker also appreciated that the implementation specialist adapted to meet their needs as things changed. “He never made a big deal out of any of the little things happening because of the new people or people saying ‘Oh, I just don’t get it.’ He made it a very peaceful and calming experience.”

Embrace® has created an easy-to-use, thoughtful, and intuitive system where seamless collaboration can happen. It’s why Bronzeville loves the system and why Parker continues to recommend Embrace® to colleagues. “I’m very happy. I love it.”



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