

Student Services Division
Student Education Management Systems (SEMS)
4260 Eucalyptus Avenue
Las Vegas, Nevada 89121

Stephanie Pocchia, Coordinator
pocchse@nv.ccsd.net
Phone: 702-799-5385
Fax: 702-799-0202

Department Overview

Student Education Management Systems (SEMS) develops and implements business-critical districtwide student data management systems to provide focused and actionable data to support instruction and compliance with federal and state regulations. SEMS is also responsible for maximizing Medicaid revenue while safeguarding compliance to secure program solvency in an efficient, effective manner with a high level of customer satisfaction.

Performance Measures

Customer Service: SEMS offers high-quality professional development, and measures the quality via anonymous surveys. SEMS provides customer support via a dedicated help desk, site visits, and emails. SEMS analyzes helpdesk calls to identify trends in customer questions or areas needing additional support. To support a high-quality customer service experience, SEMS also analyzes the number/frequency of calls, call wait time, and call processing time.

Communication: To support clear and timely communication, SEMS conducts daily briefings to share customer concerns/issues. SEMS also presents regularly at SEIF meetings, provides critical updates to department heads at leadership meetings, and to school administrators via the Weekly Wire.

Consistency: To support consistency in customer service, SEMS conducts daily briefings of customer's questions/concerns and determines the appropriate response/resolution, and conducts professional development run-throughs. SEMS analyzes helpdesk calls to look for consistency in responses to customers.

Department Services



- Liaison to Nevada Department of Education for implementation of the state-edition IEP.
- Liaison to Nevada Division of Health Care Financing and Policy for the administration of the Medicaid fee-for-service program and federal and state audits.
- Monitor and interpret federal, state, and local regulations, policies, and procedures to support system and program compliance.
- Negotiate regulation, policy, and procedure changes with other governmental agencies.
- Lead the design, coordination, implementation, testing, professional development, and support of business-critical districtwide data management systems and Medicaid program.
- Collaborate with Clark County School District departments, other Nevada School Districts, Nevada Department of Education, and Nevada Division of Health Care Financing and Policy to develop/update complex business processes to support continuous improvement and increased efficiencies.
- Perform analysis to identify and resolve complex issues related to system implementation and data integrity.
- Compile statistics, design and deliver federal and state-mandated reports.
- Oversee the design and delivery of high-quality professional development and support.

Service by the Numbers

- Direct service and support to 366 schools; FY17 professional development for 5,441 staff
- 99% licensed staff surveys rate professional development as very valuable (93%) or valuable (6%)
- Help Desk calls FY17 - 27,800, a 28% increase from FY16; approx. 97% are from schools
- Surveys rate SEMS Help Desk overall quality as excellent (81%), very good (17%), or good (2%)
- EasyTrac FY17 - licensed therapists logged 761,165 related services
- Medicaid FY17 - \$8.1 million in revenue, which funds services and equipment for students
- Collaborate with TISS, AARSI, HR, DHCFF, NDE, and other Nevada school districts