givebacks

CASE STUDY

How modern districts scale compliance with confidence

Inside Metro Nashville Public Schools' move from manual SSO oversight to audit-ready systems

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The challenge

Metro Nashville Public Schools (MNPS) oversees 131 schools, 11,000 employees, 81,000+ students, and 100+ student support organizations (SSOs). As the district grew, its SSO registration and compliance process remained manual—held together by email, spreadsheets, and individual follow-up.

Taronda Frierson,
Director of School Audit at
Metro Nashville Public Schools

"Our SSO compliance process was manual from start to finish—emails, attachments, and spreadsheets doing all the heavy lifting."

Before Givebacks, SSO compliance meant:

Paper forms and email attachments	A shared inbox **managed manually**	**Excel spreadsheets** to track submissions	**Ongoing outreach** to confirm which groups were approved

The process worked, but only because it depended heavily on one person. There was no structured workflow, limited real-time visibility, and no efficient way to confirm compliance during audit season. For a district of MNPS's size, the model didn't scale.

MNPS didn't need a faster process. They needed compliance they could trust, independent of inboxes, individuals, or institutional memory.

Photo: Metro Nash Schools

The solution

MNPS started where the risk was highest: SSO oversight and compliance.

Using Givebacks, the district moved SSO registration and documentation out of inboxes and spreadsheets and into a single, district-approved workflow. The platform guided SSOs through required submissions, organized documents automatically, and tracked completion in real time.

For district staff, this replaced manual follow-up with clarity:

Compliance status became visible at a glance	Documentation lived in one system	Reports could be run instantly to confirm which groups were active and compliant

With that foundation in place, MNPS was able to expand confidently into additional workflows:
1. Fundraising
2. Concessions
3. Ticketed events

Schools were already set up, permissions were already defined, and processes followed the same district-approved standards.

Role-based training supported **adoption across parent groups, bookkeepers, and athletic staff,** while clear guidance reduced reliance on risky workarounds like Venmo or Cash App.

Photo: Metro Nash Schools

The outcome

With compliance built into the system, results followed naturally.

Registration seasons became more predictable, with fewer loose ends and far less time spent chasing documentation.

Most importantly, MNPS strengthened its audit posture. Standardized processes and centralized oversight reduced compliance risk and gave district leaders confidence that requirements were being met consistently across schools and SSOs. Because of this foundation, MNPS was also able to scale ticketed events, Point of Sale at concessions, and fundraising across its campuses as well.

Staff and families benefited from clearer guidance and more consistent tools, reducing confusion and support requests.

The lesson

MNPS's experience shows how modern districts scale compliance with confidence: Start with the most fragile, high-risk process, replace manual workflows with structured systems, and expand from a foundation you can trust.

By turning SSO oversight into an audit-ready workflow, MNPS didn't just improve compliance—it **created clarity, continuity, and control that will scale with the district over time.**

Taronda Frierson,
Director of School Audit at Metro Nashville Public Schools

"With Givebacks, SSO oversight is no longer scattered across emails and spreadsheets. Everything lives in one structured, audit-ready workflow."

START STREAMLINING DISTRICT WORKFLOWS WITH GIVEBACKS