



# ***Let's Talk!* Update**

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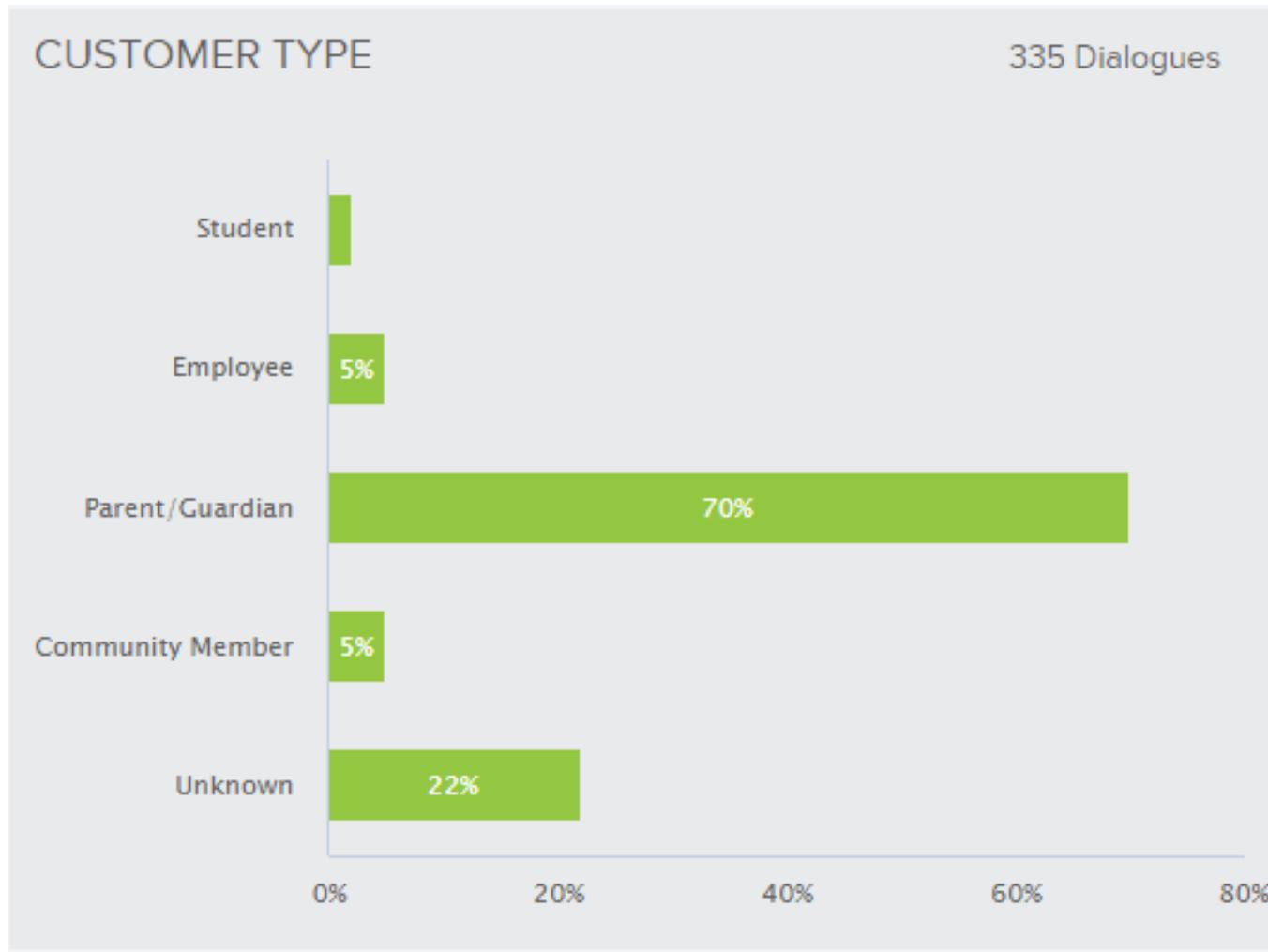
**Presented November 16, 2015**

**Data from September 9, 2015 – October 7, 2015**

## ***Let's Talk!* Timeline**

- Pilot approved August 2015.
- First dialogue received Sept. 9, 2015.
- Public presentation provided during the September 2015 Board of Education meeting.
- Update on pilot provided during the October 2015 Board of Education Meeting.
- Continuation of Let's Talk to be determined at November 2015 Board of Education Meeting

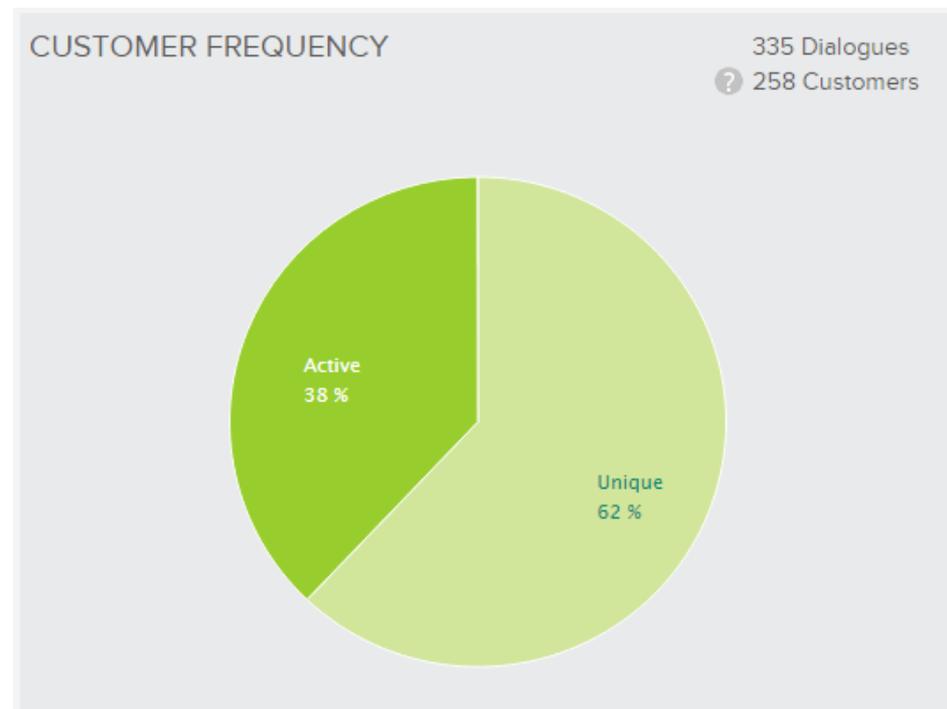
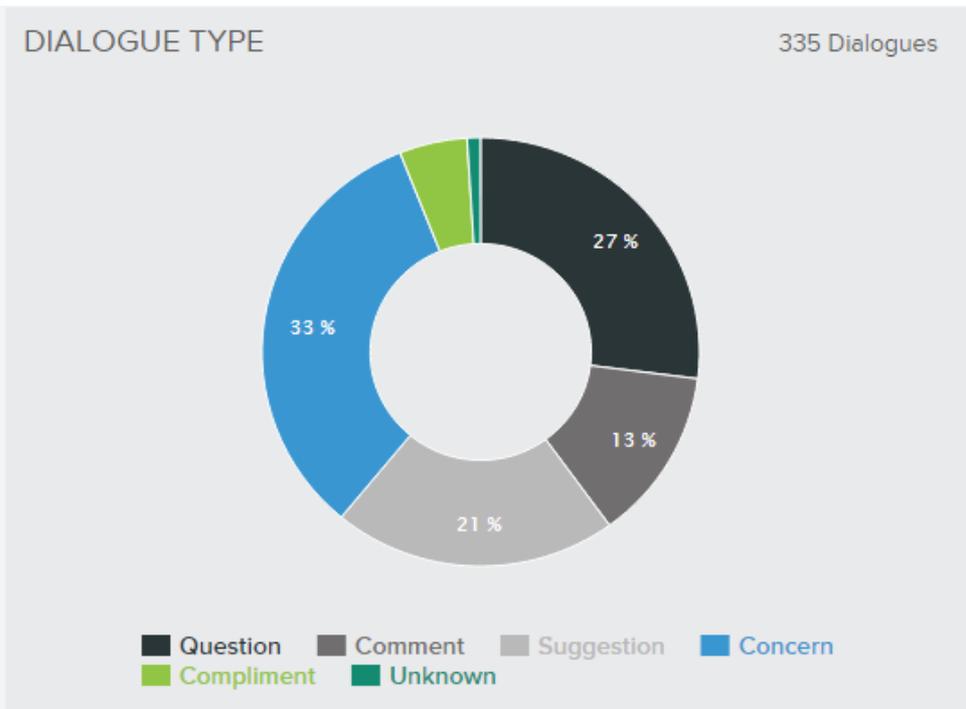
# Who Submitted Dialogues Through *Let's Talk?*



335 Dialogues Received  
321 Dialogues Closed

Data from Sept. 9, 2015 through 11/5/2015

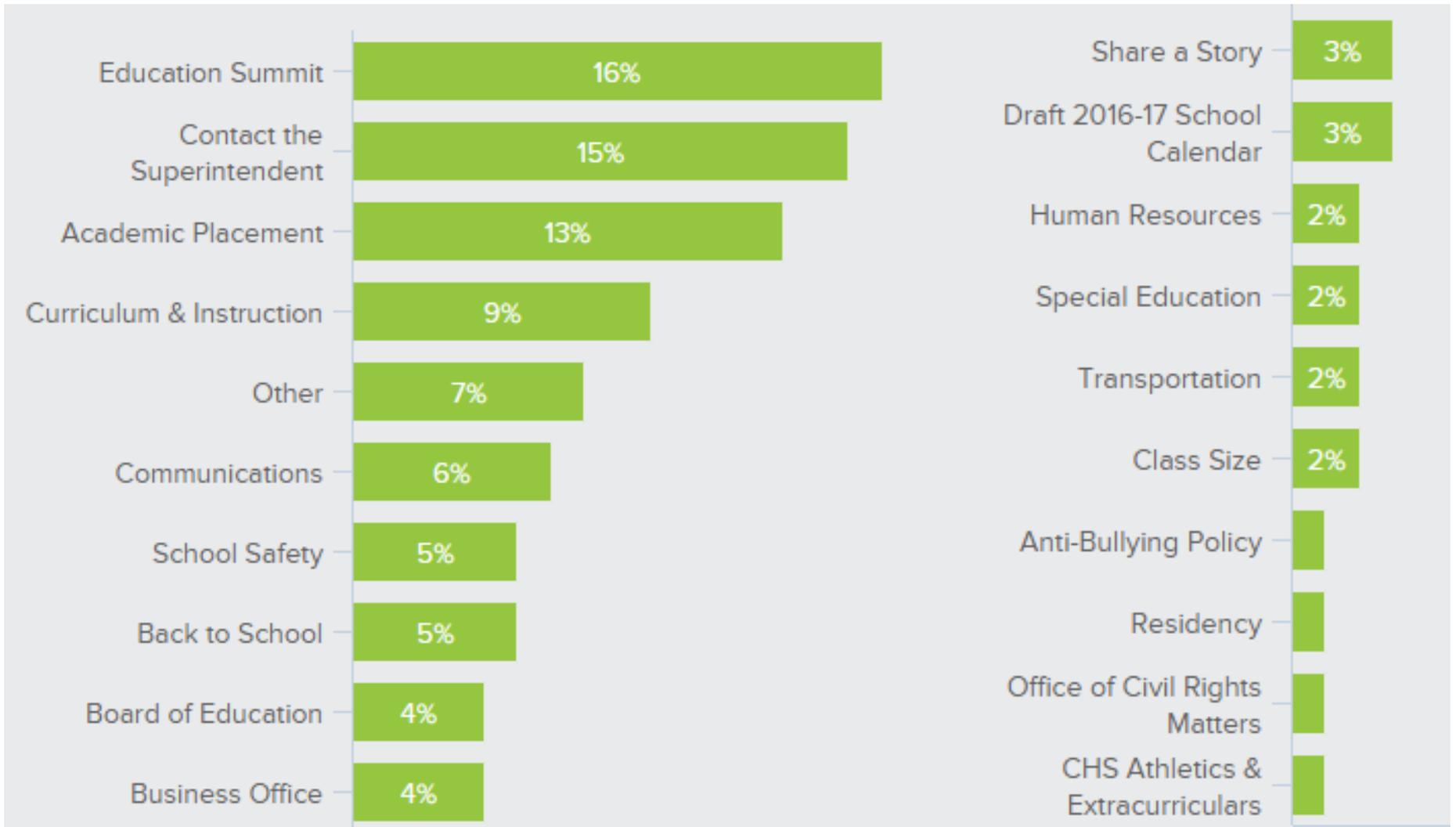
# Trends and Insights



# Dialogues	Percent of Customers
5	3%
4	7%
3	8%
2	20%
1	62%

Data from Sept. 9, 2015 through 11/5/2015

# Trends and Insights

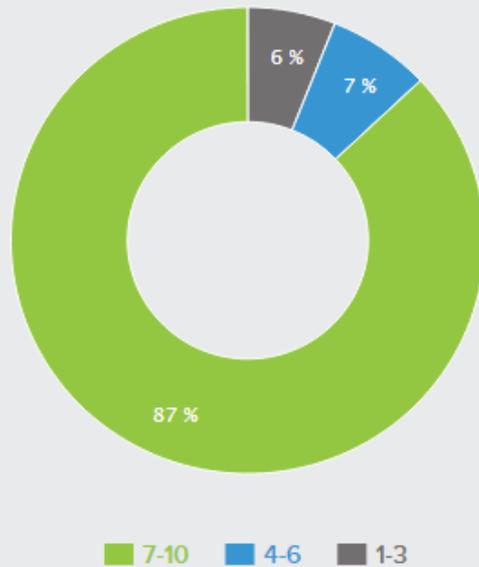


Data from Sept. 9, 2015 through 11/5/2015

# How Well Are We Doing?

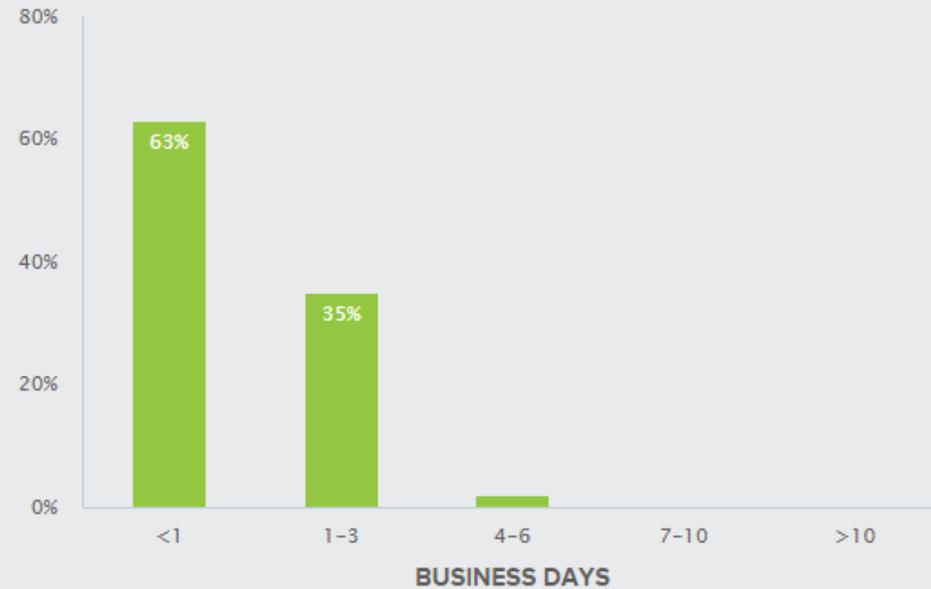
FEEDBACK SCORE

101 Dialogues



DAYS TO CLOSE

305 Dialogues



8.5 average feedback score (on a scale of 1-10) – 101 dialogues were rated  
1.1 average days to respond

# Examples of Impact on Education Summit

Issue	Impact
Several people sent Let's Talk dialogues expressing a desire to make Education Summit accessible for all stakeholders	<ul style="list-style-type: none"><li>• Arranged for free babysitting for children 3+</li><li>• Arranged for transportation from central locations in Maplewood &amp; South Orange</li><li>• Arranged for translators for flyer and for evening itself</li></ul>
Suggestions of Topics	<ul style="list-style-type: none"><li>• We received dozens of suggestions of topics up through the day of the Summit which informed our structuring of the program, and even resulted in a new topic being added the day before the Summit.</li></ul>
Opportunity to Participate for Those Who Could Not Attend and/or Who Wanted to	<ul style="list-style-type: none"><li>• Comments from people who were not able to attend or had more to say are being incorporated into the data collected at the Summit itself.</li></ul>
Summit Feedback	<ul style="list-style-type: none"><li>• Feedback on the Summit has included congratulations and also suggestions of how to improve logistics for future events.</li></ul>

# What Are People Saying?

10 - Thank you for getting back to me so quickly. I am looking forward to attending the Education Summit and will try to bring this up then. Happy to help going forward.

1 - If telling me to speak directly to the principal, when part of my complaint is that she is unresponsive. That doesn't feel like I was heard.

10 - Got a response quite quickly, with actionable information. thank you!

5 - In terms of quick turn around you get an A+ for letting me know that you got my suggestions and replied very quickly. However, it seems that my suggested topics have been considered only by the Superintendent. I thought that the Board of Ed and the community would also be involved. I wasn't really given a clear answer if the topics are to be part of the discussion and if not, a reason why. Thanks.

9 - The responsiveness was good. It was received within 2 days of the inquiry and changes were effectuated.

10 - I sent a compliment last night and received a response early this morning I couldn't ask for better responsiveness. Great Job SOMSD!!!!

# What Are People Saying?

10 - Great job! I'm very impressed. It's like NYC's 411 program for SOMSD students and parents!

8 - Hi response was prompt within a few hours but required follow up.

10 - Love the new site, and the response to my suggestion.

5 - I appreciate your prompt response about the Halloween event cancellation; however, I thought that it avoided the truth of the matter (concerning Muslim objections) and was merely a gentle public relations statement meant to avoid controversy.

10 - I'm happy that on my second attempt with using "Let's Talk," my concern was actually addressed. I'm not sure who is screening the submissions, but this is a very important task. To really understand what the person is saying and who to best direct the response. A fast but misunderstood response is worse than a slower but more thoughtful one. I know this is a process that with time will improve and I hope will be an invaluable tool to our school community.

# Benefits Seen from Pilot of *Let's Talk!*

- Addresses **DISTRICT GOAL THREE: Engagement and Outreach:** *Communicate effectively with parents, students and the South Orange Maplewood community.*
- Addresses criticisms that SOMSD does not communicate well.
- Easy way for stakeholders to contact SOMSD at any time.
- If stakeholders are not sure who to contact about their issue/question/concern, the system routes them to the correct person/department.
- Internal process for collaboration, sharing work and removing silos.
- Track trending issues and patterns of confusion or concern so that we can identify needs for more global action or communication.
- Interactive tool for big topics such as the Education Summit.
- Provides accountability tools:
  - Stakeholders can provide feedback about the interaction
  - Administrators can track timeliness of responses and feedback