



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

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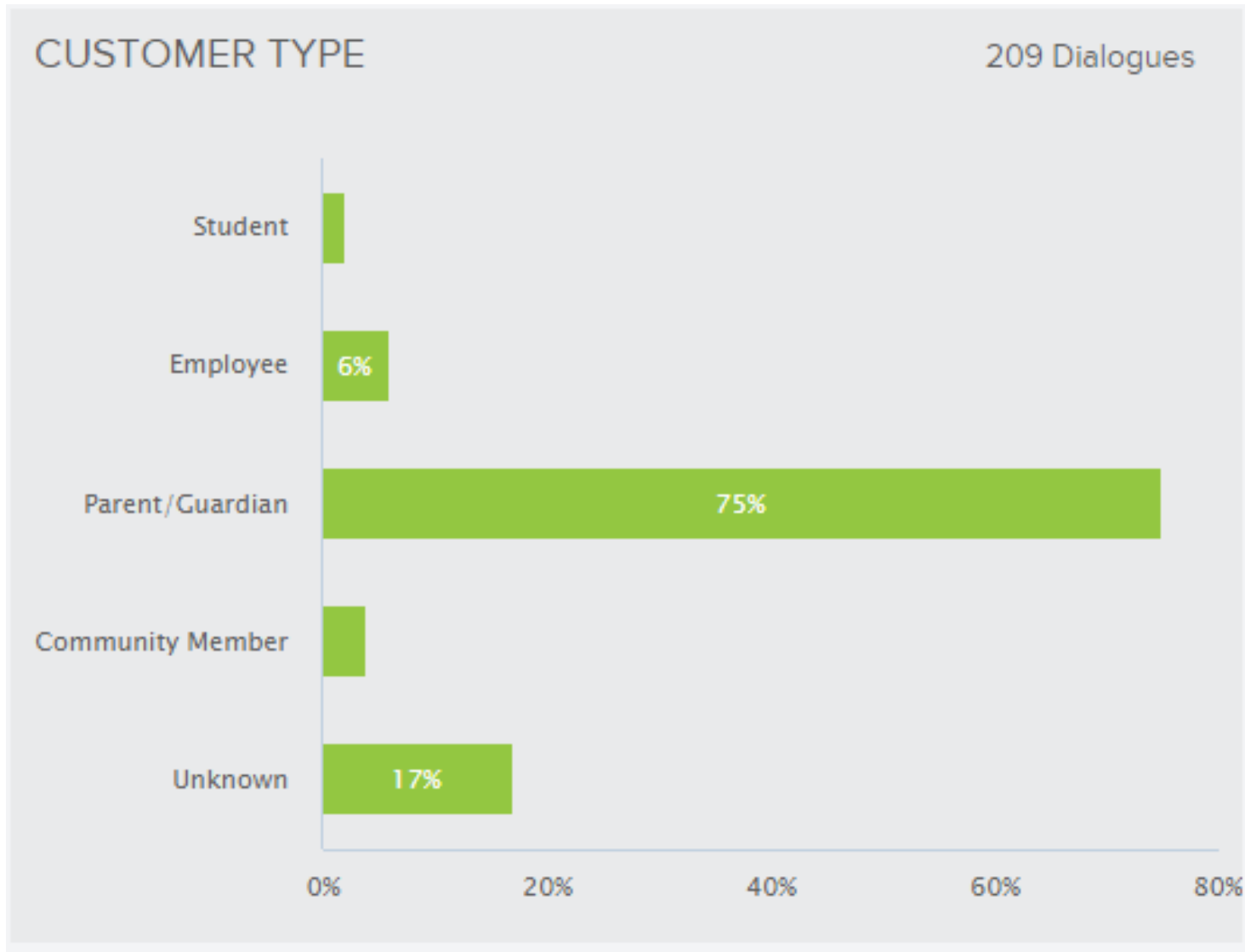
Presented October 19, 2015

Data from September 9, 2015 – October 7, 2015

Let's Talk! Update

- Provides an easy way for anyone in our community to submit comments, questions, concerns or compliments 24/7.
- Guarantee a response within 2 business days.
- Pilot approved August 2015.
- Public presentation provide during the September 2015 Board of Education meeting.
- Report is on dialogues received between Sept. 9, 2015 and Oct. 7, 2015

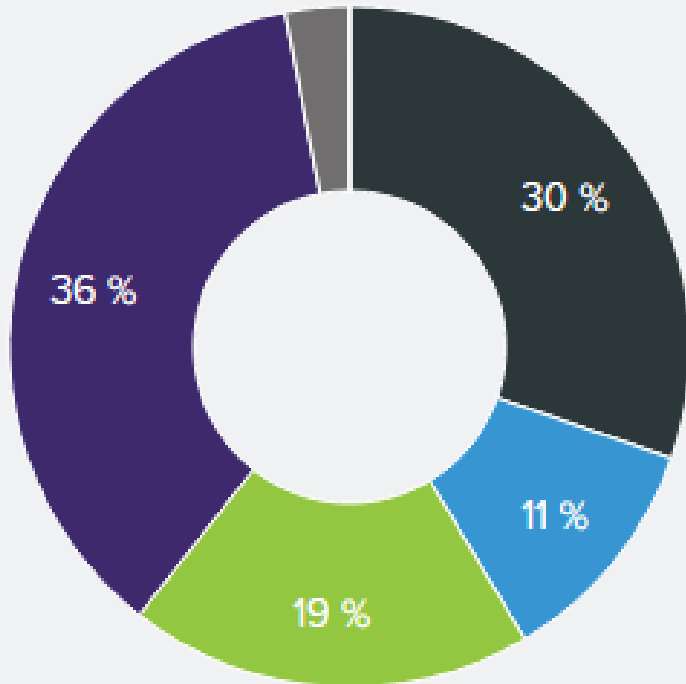
Who submitted dialogues through *Let's Talk*?



Trends and Insights

DIALOGUE TYPE

206 Dialogues

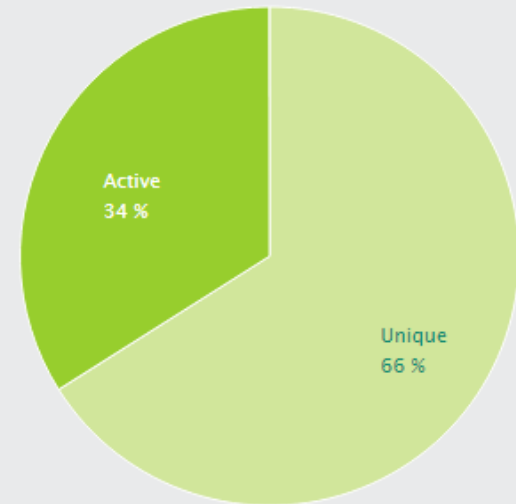


■ Question ■ Comment ■ Suggestion
■ Concern ■ Compliment ■ Unknown

CUSTOMER FREQUENCY

209 Dialogues

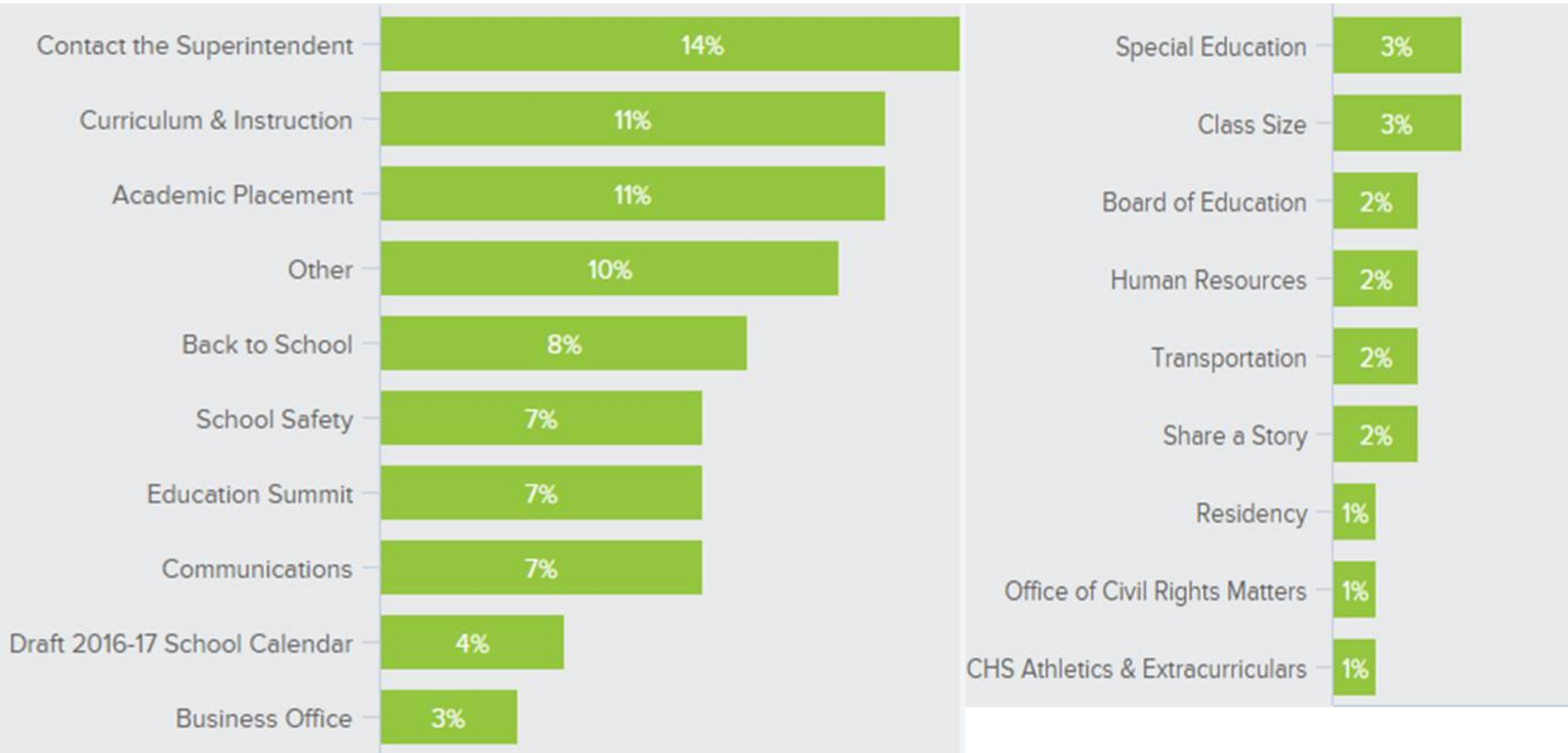
? 167 Customers



# Dialogues	% of Customers
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1	66%
2	19%
3	7%
4	8%

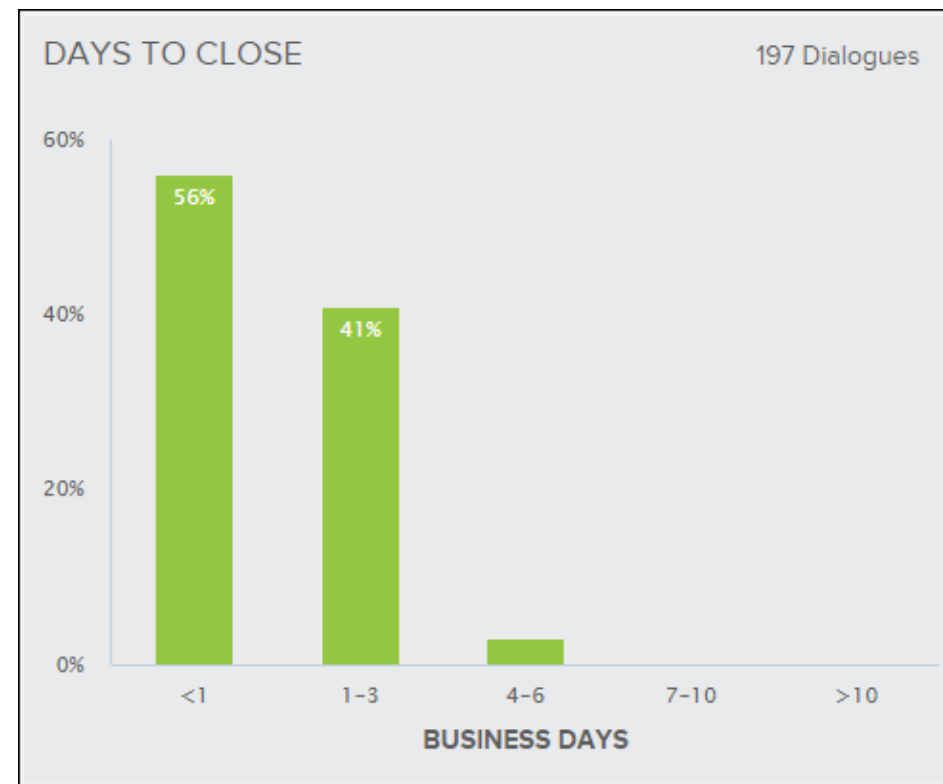
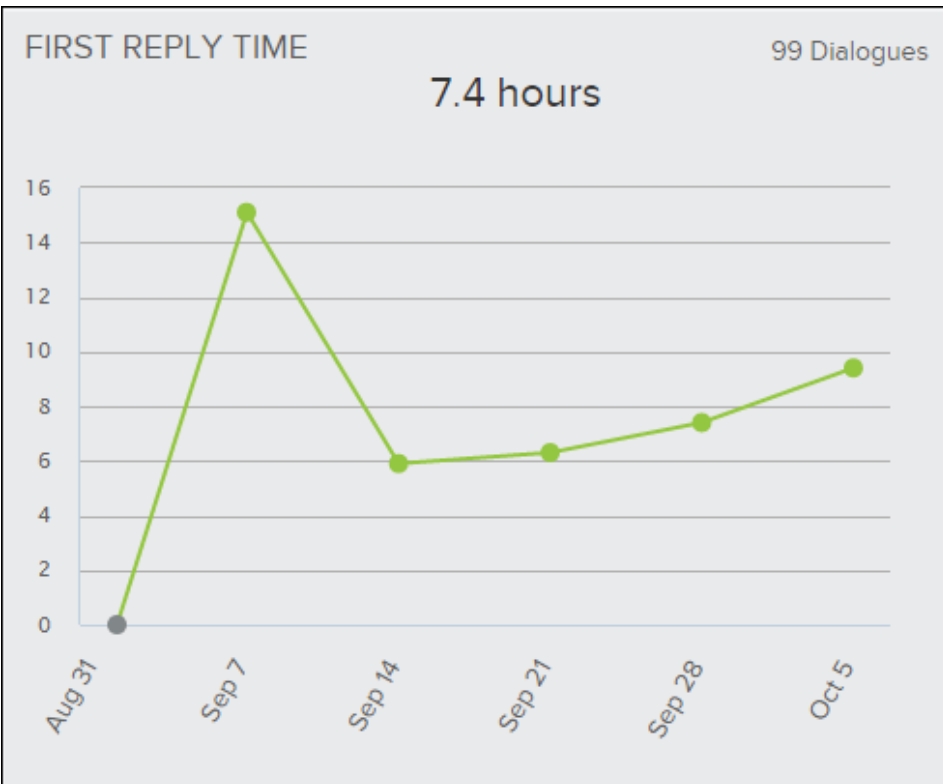
Interest Area Topics



Most Common Themes

- Education Summit
- Curriculum & Instruction
 - Middle School W.I.N. Period
 - CHS start time
 - Summer step-up classes
- Safety
 - Elementary School Recess
 - Bag checks at secondary schools

How Quickly Are We Responding?



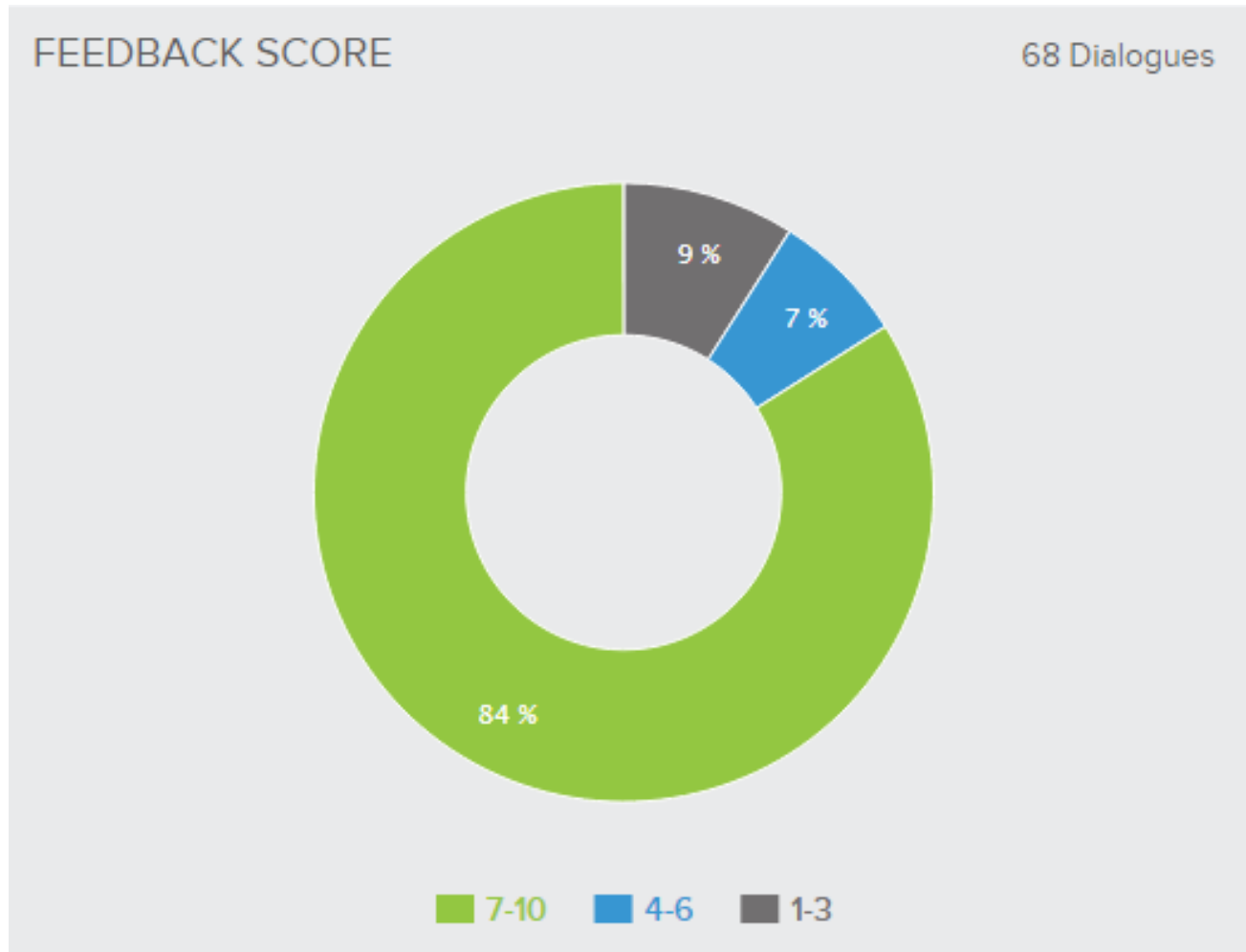
1.1 average business days to complete and close the dialogue
(answer the question and/or take appropriate action)

Note: the system tracks hours only during business days.

Examples of Actions

What You Said	What We Did
Confusion over W.I.N. period	<ul style="list-style-type: none">• Created and distributed FAQ on W.I.N. period to all 6th and 7th grade families• Addressed W.I.N. at Back to School Nights
Concern over need for support outside of class time for 8 th graders taking geometry at CHS	Added two options for support: <ul style="list-style-type: none">• 2nd period math lab with transport to middle schools in time for 3rd period• After school conference period 3 days a week
Desire to make Education Summit accessible for all stakeholders	<ul style="list-style-type: none">• Arranged for free babysitting for children 3+• Arranged for transportation from central locations in Mplw & SO• Arranged for translators for flyer and for evening itself
Concerned about early start time at CHS	<ul style="list-style-type: none">• Discussed CHS Start Times amongst administrators• Added CHS Start Times as a topic to discuss at the Education Summit

How Are Users Rating Our Responsiveness?



8.2 average feedback score (on a scale of 1-10)

What Are People Saying?

10 - Thank you so much for responding so promptly to my concern. It is wonderful to hear that the school and the district are taking such quick action to correct this and that you have communicated with such transparency.

2 - I appreciate the very quick response--that was a 10. However, the [response] completely disregards my concern and the reason why I reached out in the first place.

10 - Responsiveness via email was outstanding. I am hoping the actionable response is equally outstanding. Thank you!

8 – Nobody's perfect and I don't give anything or anyone perfect score.

5 - Responsiveness really isn't the issue. I think the real issue is working toward solutions to the issues presented. You can be highly responsive and still not be listening.

9 - It's great to hear that a fix is being worked on for a difficult situation; I would also have liked to know when a final decision on the issue will be made and announced.

What Are People Saying?

8 - I appreciate hearing back from someone, even though it was not a definitive answer on the issue. It is great to get a response, and a quick one is a bonus!

10 - Replied promptly, with empathy and action. Excellent!

3 - The response was quick but failed to answer all points. It also identified other players who were to follow up without a clear understanding if they were looped into the communication.

8 - I'm happy to say that I'm getting responses fairly quickly. Big improvement over when I'd send an email and then did not get response.

5 – Response was timely but impersonal and generic. I appreciate the forum however and am encouraged about changes.

10 - I am extremely impressed by the response of Let's Talk. I felt that the appropriate people heard my concerns and acted upon them. Thank you very much! My concerns were addressed quickly and professionally. I will certainly utilize this system in the future.