



To: John J. Ramos, Sr. Ed.D., Superintendent  
 Members of the Board of Education  
 From: Suzanne M. Turner, Director of Strategic Communications  
 Date: November 15, 2016  
 Subj: *Let's Talk!* Update

Statistics from July 1, 2016 – September 30, 2016

	October 2016	July 1 – Oct 30, 2016
Dialogues received	104	342
Closed dialogues	101	339
Average feedback score	7.8	7.8
Average first reply time (goal within 2 days)	17.8 hours	21.4 hours
Days to Close (average time to resolve the person's concerns, reply and close)	71% closed within 2 days	69% closed within 2 days

Status of Implementation:

- Working with administrators to ensure better consistency, and fulfill the “one-stop” ideal of using *Let's Talk!*

Top Topics in October 2016:

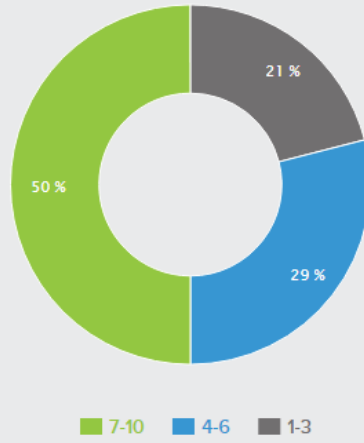
Topic	Action Taken
Director of Special Services Position	Feedback on desired qualities shared with search firm.
Redistricting	Comments and questions shared with consultant.
Access & Equity questions and concerns	Resolved on case-by-case basis, and also incorporated explanations to common questions into subsequent general communications.
District Calendar	Sent additional links to online calendar to families
Issues about Specific Teachers	Resolved on case-by-case basis
School facilities issues	Resolved on case-by-case basis
Questions about individual student/family issues	Each issue responded to with personal attention.

Anonymous Submissions Clarification

- People are welcome to submit dialogues anonymously, however it is important to note that we can only respond directly to dialogues which include an email address.
- We still take anonymous submissions seriously. The concerns or suggestions expressed are shared with appropriate administrators for follow up.

### FEEDBACK SCORE

14 Dialogues



### DIALOGUE ACTIVITY BY

CUSTOMER TY...

104 DIALOGUES

