



To: John J. Ramos, Sr. Ed.D., Superintendent
 Members of the Board of Education
 From: Suzanne M. Turner, Director of Strategic Communications
 Date: February 21, 2017
 Subj: *Let's Talk!* Update

Statistics from July 1, 2016 – January 31, 2017

	January 2017	July 1, 2016 – Jan 31, 2017
Dialogues received	103	641
Closed dialogues	99	
Average feedback score	7.4	7.5
Average first reply time (goal within 2 days)	15.4 hours	20.3 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

Top Topics in January 2017:

Topic	Action Taken
Illness/Cleaning at Tuscan to Prevent (17)	Information provided to all families at Tuscan about importance of keeping children home for 24 hours after symptoms resolve, and importance of hand washing.
Study Hall (9)	Individual responses provided. Also assessing the effectiveness of study halls.
Lunch/Recess (9)	Site visits to observe concerns. Follow up discussions with Pomptonian and school administrators.
Academic Placement (8)	Additional information sent home to all families clarifying questions.
School-specific issues (7)	Resolved on case-by-case basis
Registration/Tours (4)	Information provided via Let's Talk! and Welcome to Kindergarten event held to answer questions.
Substitute Teachers (3)	Administration is analyzing substitute teacher needs, available substitutes, comparing SOMSD program to other districts, and assessing how to attract more substitutes to ensure we have adequate coverage.
CHS Incident (3)	Explanation of how we respond to incidents provided to individuals and the media.
Praise for specific faculty (3)	Shared with specific staff members and their supervisors
Questions about individual student/family issues (27)	Each issue responded to with personal attention.

Additional Training

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.

