



To: John J. Ramos, Sr. Ed.D., Superintendent
 Members of the Board of Education
 From: Suzanne M. Turner, Director of Strategic Communications
 Date: March 17, 2017
 Subj: *Let's Talk!* Update

Statistics from July 1, 2016 – February 28, 2017

	February 2017	July 1, 2016 – Feb 28, 2017
Dialogues received	56	697
Closed dialogues	44	676
Average feedback score	7.8	7.5
Average first reply time (goal within 2 days)	24.8 hours	21.3 hours
Days to Close (average time to resolve the person's concerns, reply and close)	59% closed within 2 days	68% closed within 2 days

Top Topics in February 2017:

Topic	Action Taken
Facilities (11)	Follow up on specific facilities issues
Technology (5)	Questions answered
Registrations/Tours (4)	Information provided via Let's Talk!
Teacher Concern (4)	Information provided to supervisors, as appropriate
School-specific issues (4)	Resolved on case-by-case basis
Support for Transgender Policy	Thanks sent
Budget	Questions answered
Praise for specific faculty (2)	Shared with specific staff members and their supervisors
Questions about individual student/family issues (21)	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.

