



To: John J. Ramos, Sr. Ed.D., Superintendent
Members of the Board of Education
From: Suzanne M. Turner, Director of Strategic Communications
Date: May 12, 2017
Subj: *Let's Talk!* Update

Statistics from July 1, 2016 – April 30, 2017

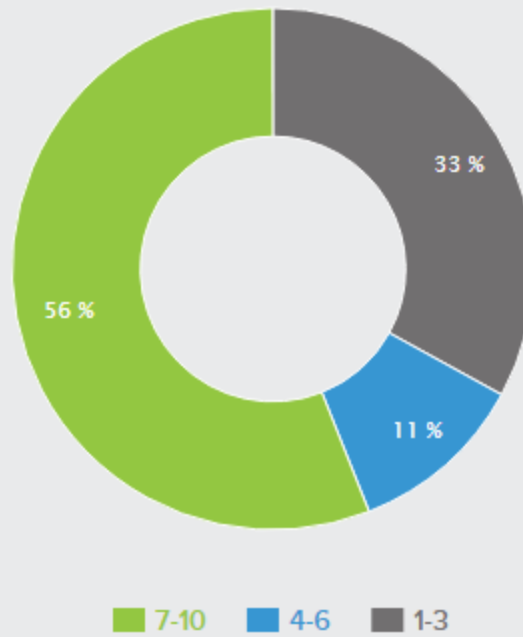
	April 2017	Jul 1, 2016 – Apr 30, 2017
Dialogues received	51	897
Closed dialogues	49	886
Average feedback score	7.4	7.5
Average first reply time (goal within 2 days)	21.5 hours	32 hours
Days to Close (average time to resolve the person's concerns, reply and close)	70% closed within 2 days	62% closed within 2 days

Top Topics in April 2017:

Topic (# of Dialogues)	Action Taken
Questions about individual student/family issues (13)	Each issue responded to with personal attention.
Praise of specific staff members (7)	Praise shared with staff member and his/her supervisor(s)
Personal issues or questions (6)	Resolved on case-by-case basis
Registration/Tours (4)	Questions answered, tours scheduled
PowerSchool Issues (4)	Follow up on individual concerns
Recess/Lunch Issues (4)	Resolved on case-by-case basis
BoE Meeting Questions (4)	Questions answered
PARCC Questions (3)	Individual questions answered, email to all grade 3-11 families with update on changes to PARCC testing plans
Concern about specific staff members (3)	Concern responded to, and shared with staff members' supervisors, as appropriate.

FEEDBACK SCORE

9 Dialogues



DIALOGUE ACTIVITY BY

CUSTOMER TYP...

51 DIALOGUES

