



To: John J. Ramos, Sr. Ed.D., Superintendent
 Members of the Board of Education
 From: Suzanne M. Turner, Director of Strategic Communications
 Date: January 19, 2017
 Subj: *Let's Talk!* Update

Statistics from July 1, 2016 – December, 2016

	December 2016	July 1 – Dec 31, 2016
Dialogues received	103	536
Closed dialogues	99	532
Average feedback score	7.4	7.5
Average first reply time (goal within 2 days)	15.4 hours	21.6 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 December 2016:

Topic	Action Taken
Strategic Plan/Action Plans (12)	Questions answered on case by case basis. All feedback shared with Board of Education and included in file of feedback for creation of implementation schedule.
Substitute Teachers (11)	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.
SOMS Anti-Semitic Incident (11)	Sessions held with students to process the incident, plan developed for building positive school climate and proactively addressing bias, multiple communications sent home to families, meeting held with local religious leaders.
Guidance/Course Selection/AP Courses (10)	Additional information sent home to all families clarifying questions.
School-specific issues (6)	Resolved on case-by-case basis
Portables (5)	Facilities department reviewing status of portables, and need for space is included in our long-range facilities planning.
School facilities issues (5)	Resolved on case-by-case basis
Praise for specific faculty (4)	Shared with specific staff members and their supervisors
Questions about individual student/family issues (22)	Each issue responded to with personal attention.

Additional Training

- Review of all dialogues for the month identified the need for additional training. We contacted each of the individuals who seemed to need support, reviewed protocols together, and provided additional training as necessary.

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.

