



To: John J. Ramos, Sr. Ed.D., Superintendent
 Members of the Board of Education
 From: Suzanne M. Turner, Director of Strategic Communications
 Date: October 11, 2016
 Subj: *Let's Talk!* Update

Statistics from July 1, 2016 – September 30, 2016

	September 2016	July 1 – Sept 30, 2016
Dialogues received	132	267
Closed dialogues	122	257
Average feedback score	7.7	7.7
Average first reply time (goal within 2 days)	19.3 hours	19.9 hours
Days to Close (average time to resolve the person's concerns, reply and close)	73% closed within 2 days	64% closed within 2 days

Status of Implementation:

- Schools have been getting and responding to dialogues directly.
- Emails went to families at each school giving a link to their school's *Let's Talk* page, as well as to the District *Let's Talk* Page.
- Plan to ask PTAs and HSAs to also share *Let's Talk* school links.
- In reviewing responses, noticed that not all dialogues were being responded to consistently with complete information. Working with administrators to ensure better consistency, and fulfill the "one-stop" ideal of using *Let's Talk*.

Top Topics in September 2016:

Topic	Action Taken
Class Size	Shared update on class size with Board and specific affected schools. Class size report due to BoE at October BoE meeting.
Concerns about rocky start at specific schools	Worked with the administrators at those schools to resolve issues and to communicate with families.
Middle School Scheduling of Band/Orchestra/Chorus	Worked with both middle schools to creatively adjust schedules so that students can participate in both
Other Scheduling Issues	Resolved on case-by-case basis
District Calendar	Sent additional links to online calendar to families
PowerSchool Questions	Resolved on case-by-case basis
Security	Distributed letter from superintendent updating community on security protocols.
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.

