

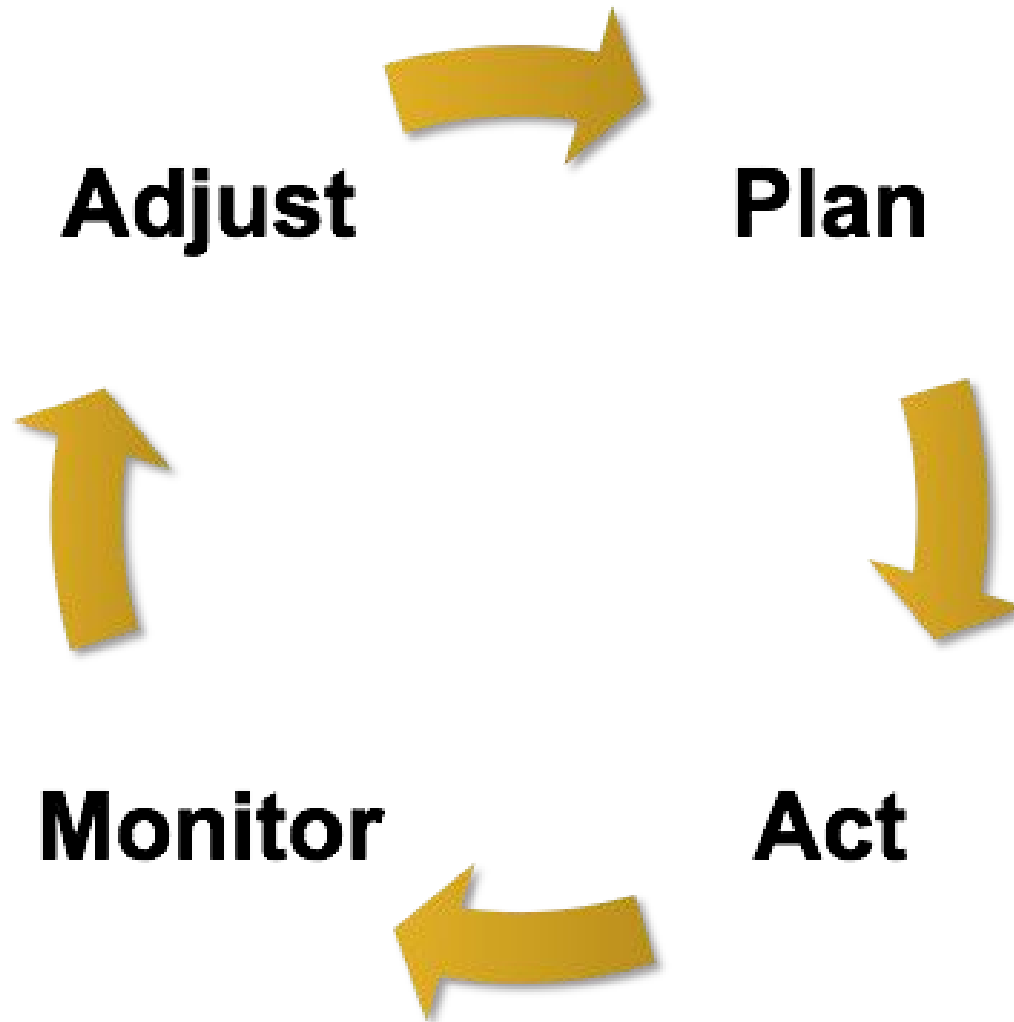
Constituent and Customer Services (CCS)

August 2, 2017

VISION

All NUSD students
graduate as college
and career ready,
productive,
responsible, and
engaged global
citizens

Cycle of Continuous Learning & Improvement

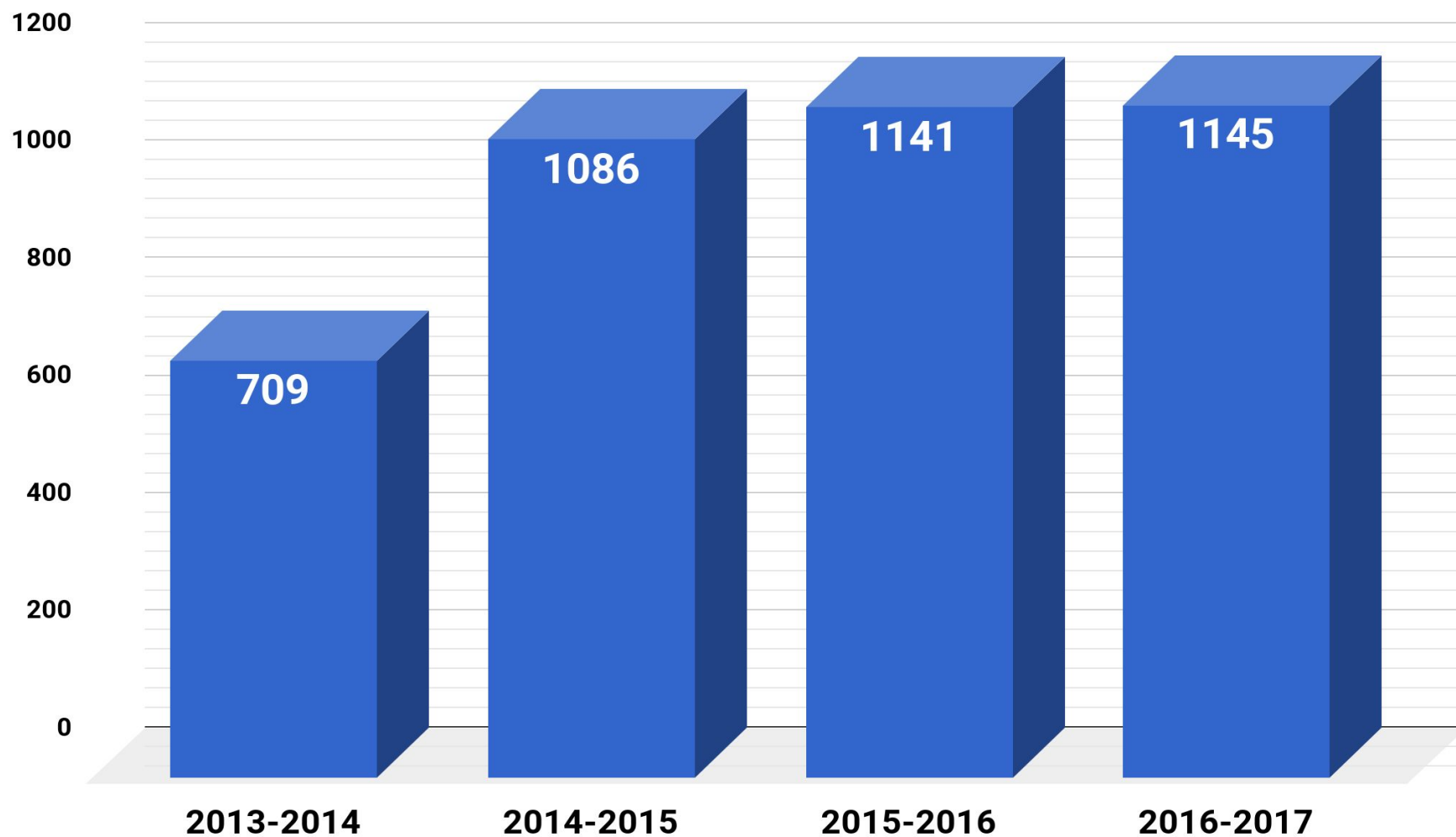


"Progress over time"

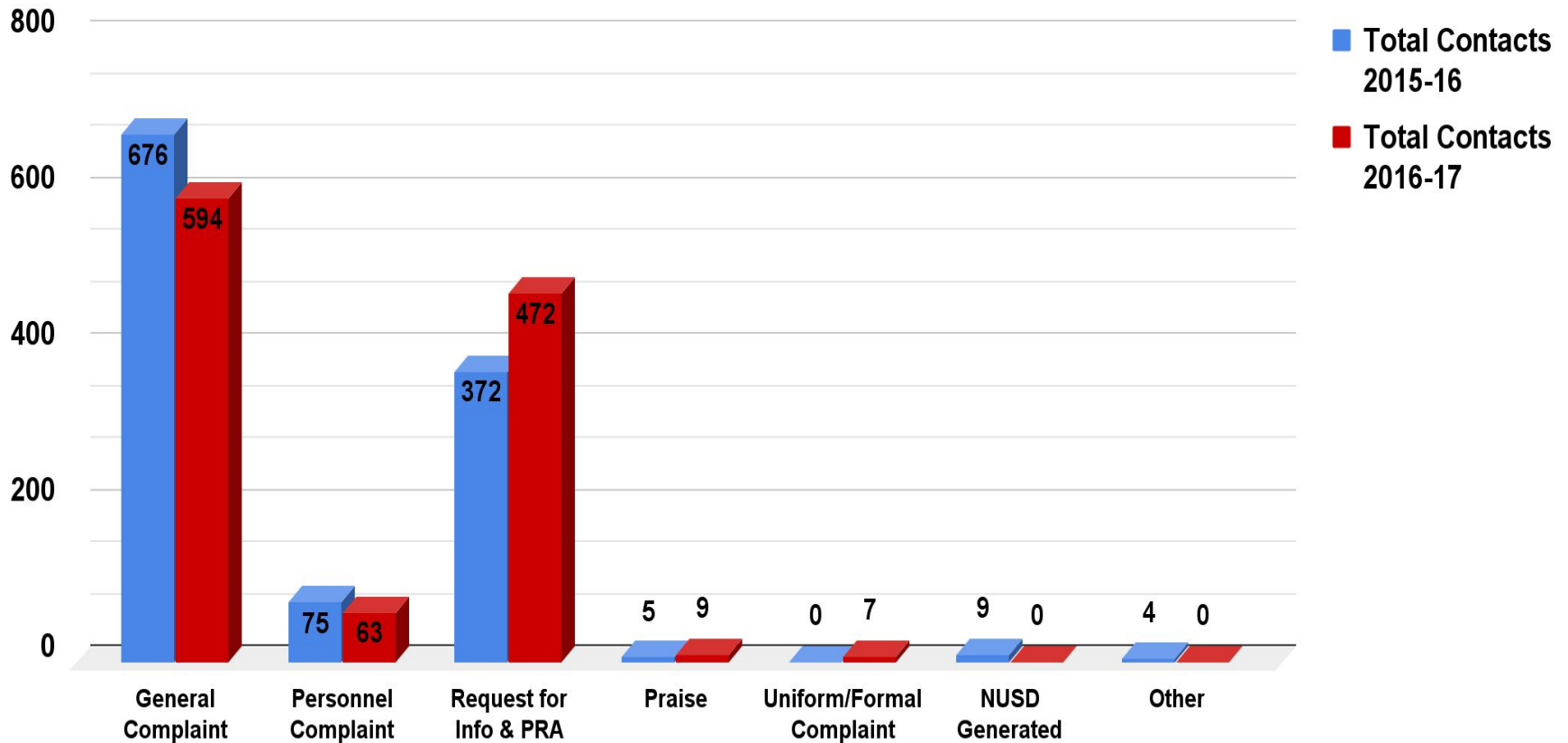
Objectives

- Present 2016 - 2017 CCS data
- Share how we are using CCS data for continuous improvement of student learning, teaching, communication, and district operations

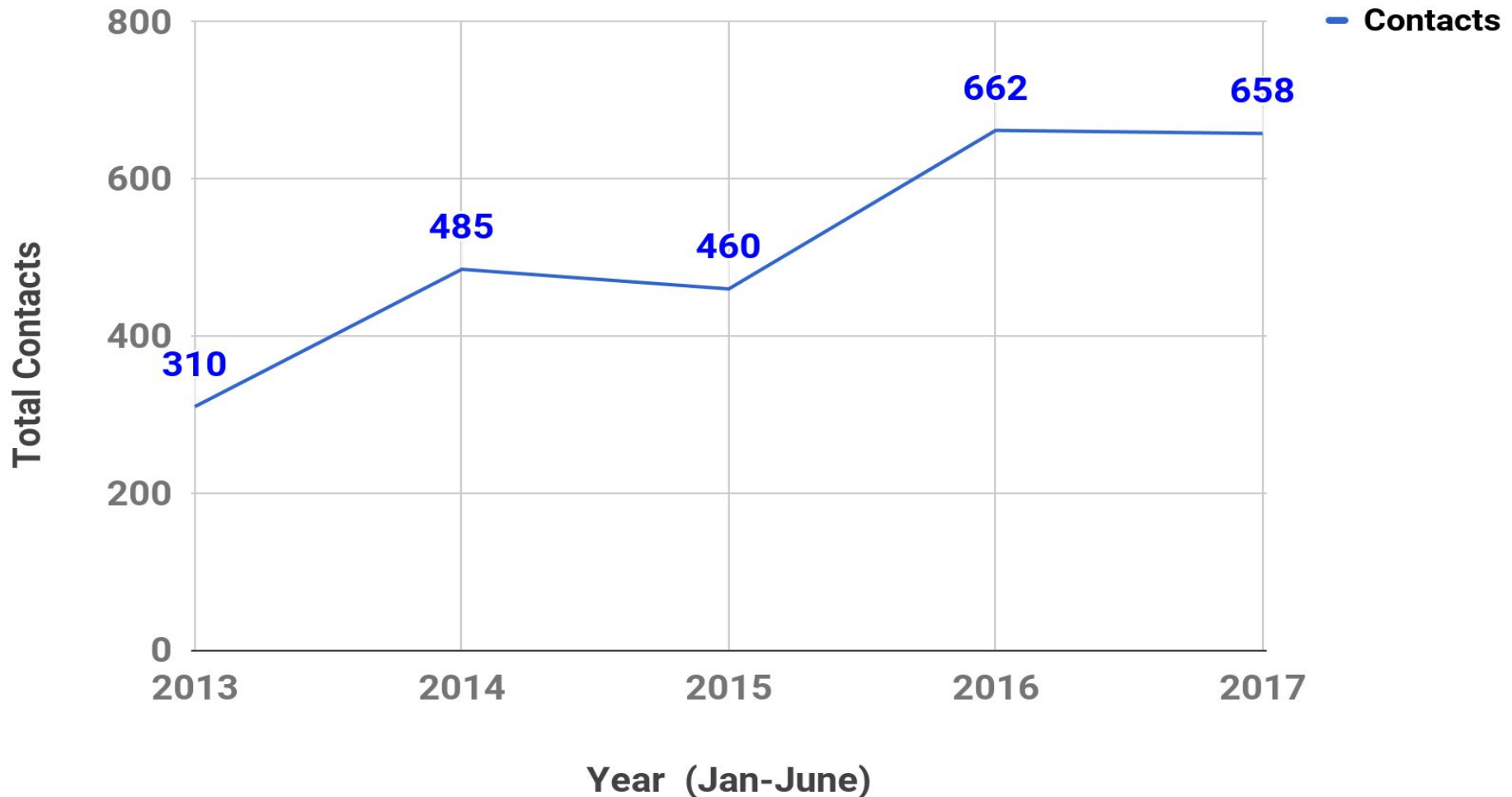
Total CCS Contacts by School Year



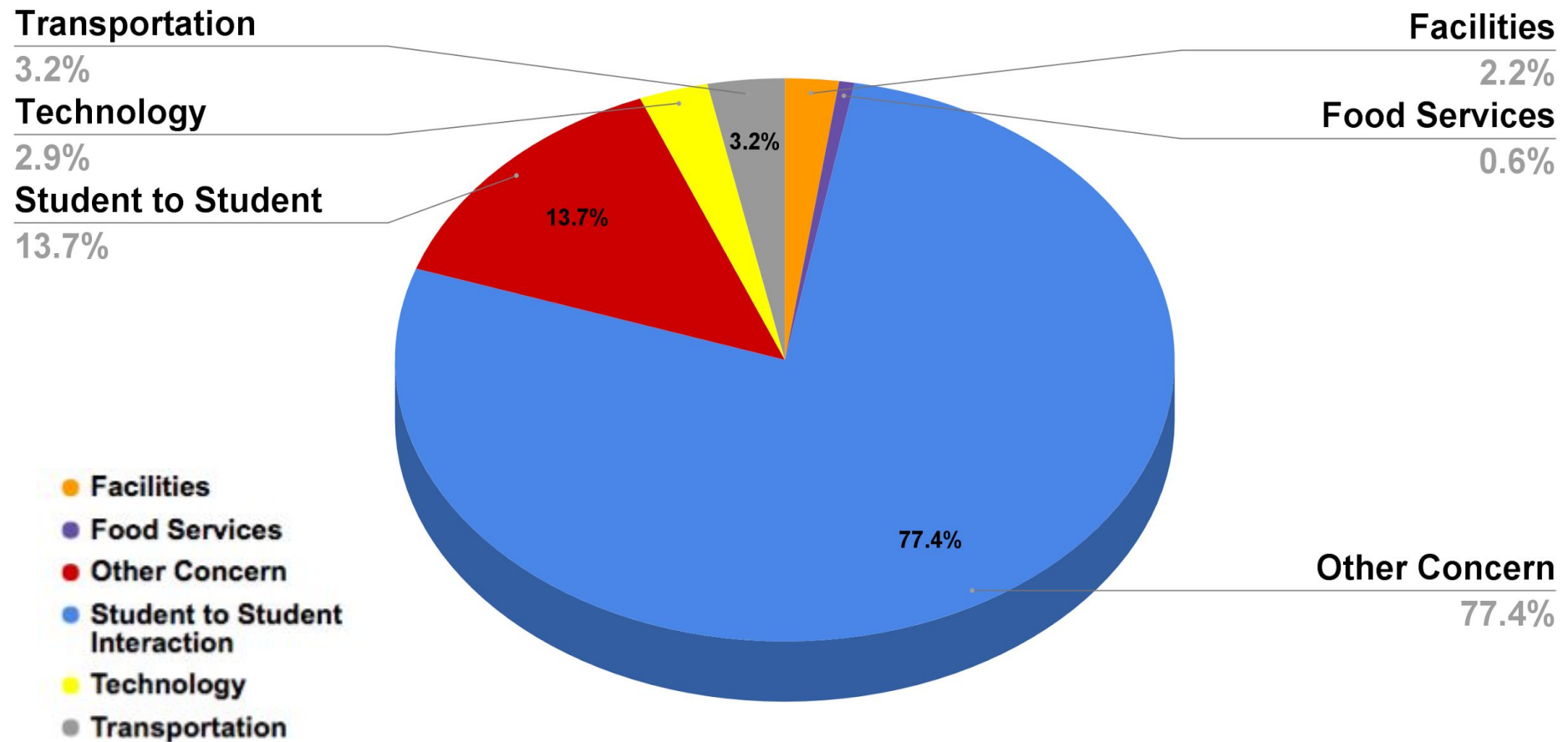
Annual Contact Totals by Established Categories



January through June A Comparison by Year



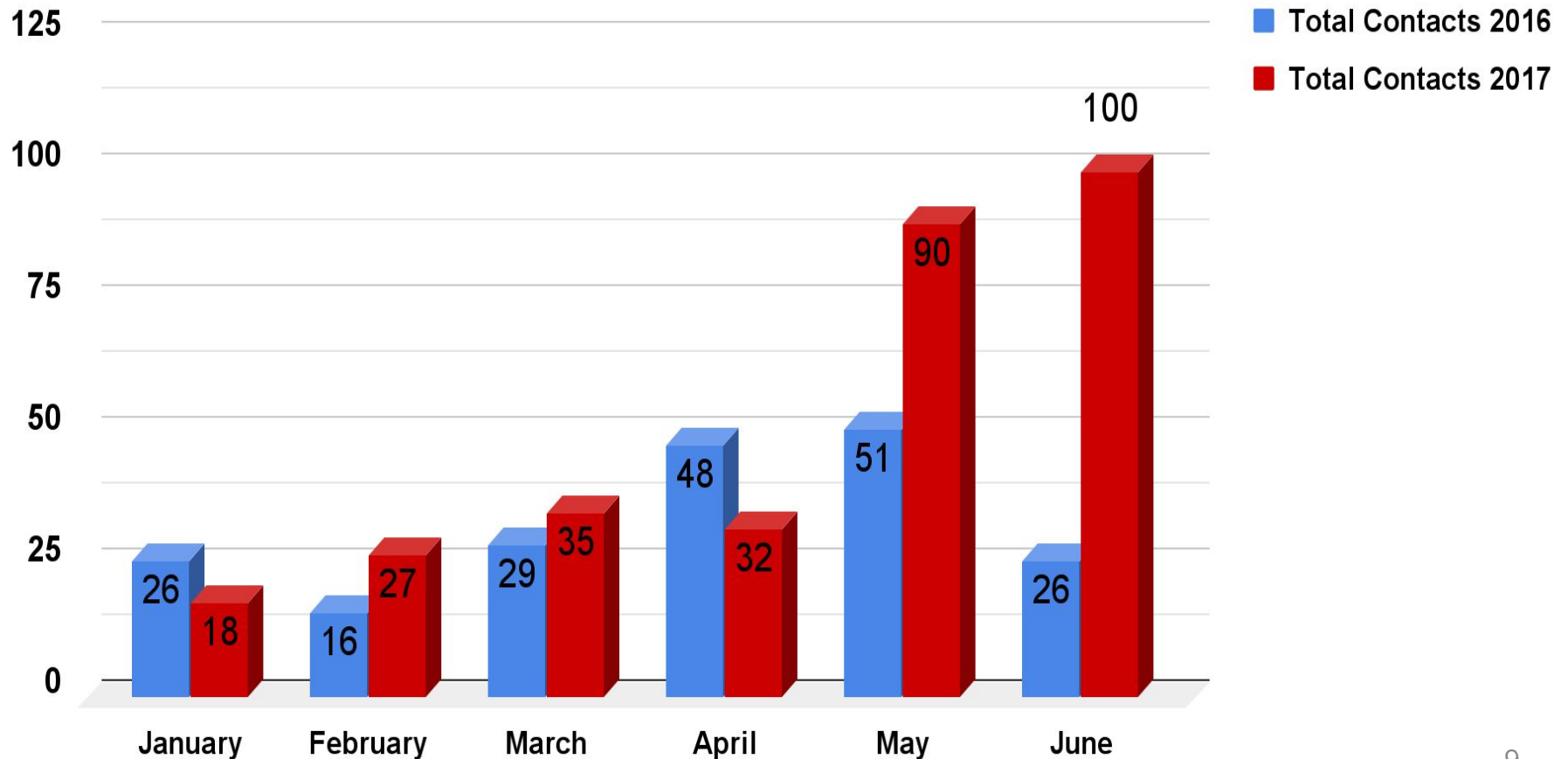
General Complaints Category (January through June 2017)



Total General Complaints = 314

Requests for Information & PRA Category January through June (15/16 v. 16/17)

Total Contacts Requesting Information



Looking Closely at Recent Requests for Information

Information requests rose substantially between May and June 2017. These included:

- 1). Basic information requests that should be available on school websites
- 2). Information Requests regarding:
 - Transfer Process (22.6%)
 - School Specific (10%)
 - Summer School (9.5%)
 - Enrollment Process (8.9%)
 - Paso Verde enrollment, after school care, hours, etc. (7.4%)
 - All other general info. (41.6%)

What we do with the data?

- Data informs decision making
 - CCS shares and works with school and department leaders to plan and adjust processes needing improvement based on the data
- Data assists with problem solving
- Data identifies opportunities for improvement
 - In the past, a large number of contacts sought basic school information that can be made available on school websites.
- Data illuminates gaps in practices
 - M&O, IT, and Facilities are collaborating to create an improved process to address shared work orders to ensure completion

Improving CCS Processes School Websites

MONITOR: Websites were being reviewed once a quarter to check for updated information and alignment to website standards

ADJUST: Adjust the monitoring and updating schedule and adjust the website standards as necessary

PLAN: A team reviewed and updated the website standards this summer, training is scheduled, and a website monitoring and updating cycle has been developed

ACT: CCS and school leadership/support staff are to monitor and update websites frequently in alignment with the website standards to promote what is unique and successful about their school, to share information, and to engage the community

Monitor: CCS and school leadership/support staff will monitor each school website at least monthly and update accordingly

Improving CCS Processes School Visits

The Director of CCS has been working with a team of managers (site principal or designee, Director of IT, Coordinator of M&O, Supervisor of M&O) to conduct site visits since November of 2016.

Working with the site administration or designee, the team:

- Reviews and responds to open work orders
- Inspects the work of closed work orders
- Adds/reopens work orders based on inspection
- Discuss/Plans for future M&O / IT site projects
- Website review
- Provides site administration support and training
- Provides next steps communications

Questions