



To: John J. Ramos, Sr. Ed.D., Superintendent  
 Members of the Board of Education  
 From: Suzanne M. Turner, Director of Strategic Communications  
 Date: June 9, 2017  
 Subj: *Let's Talk!* Update

---

**Statistics from July 1, 2016 – May 31, 2017**

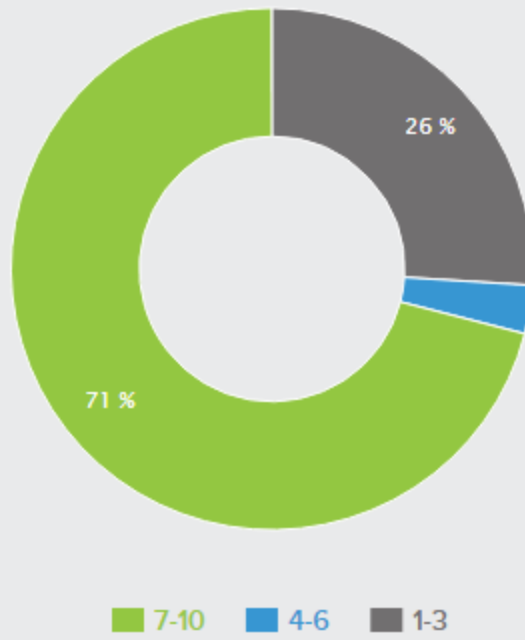
	<b>May 2017</b>	<b>Jul 1, 2016 – May 31, 2017</b>
<b>Dialogues received</b>	201	1098
<b>Closed dialogues</b>	201	1096
<b>Average feedback score</b>	7.3	7.5
<b>Average first reply time</b> (goal within 2 days)	11.5 hours	28.8 hours
<b>Days to Close</b> (average time to resolve the person's concerns, reply and close)	84% closed within 2 days	66% closed within 2 days

**Top Topics in May 2017:**

<b>Topic (# of Dialogues)</b>	<b>Action Taken</b>
Praise of specific staff members (111)	Praise shared with staff member and his/her supervisor(s)
Questions about individual student/family issues (16)	Each issue responded to with personal attention.
Seth Boyden specific(16)	Responded to each, on case by case basis
SOMS 8 <sup>th</sup> Graders/Ryan Photo Op (12)	Responded to each individually Issued letter to community from superintendent Issued letter from principal to 8 <sup>th</sup> grade families
Diversity Job Fair (5)	Responded to questions and concerns
WIN Period (4)	Responded to each, on case by case basis
Facilities Issues (4)	Resolved on case-by-case basis
Recess/Lunch Issues (3)	Responded to each, on case by case basis
BoE Meeting Questions (3)	Questions answered
Flag at CHS (3)	Responded to concerns, followed up on repairing the flagpole

# FEEDBACK SCORE

31 Dialogues



DIALOGUE ACTIVITY BY

201 DIALOGUES

