

Inspiring Every Child to Achieve

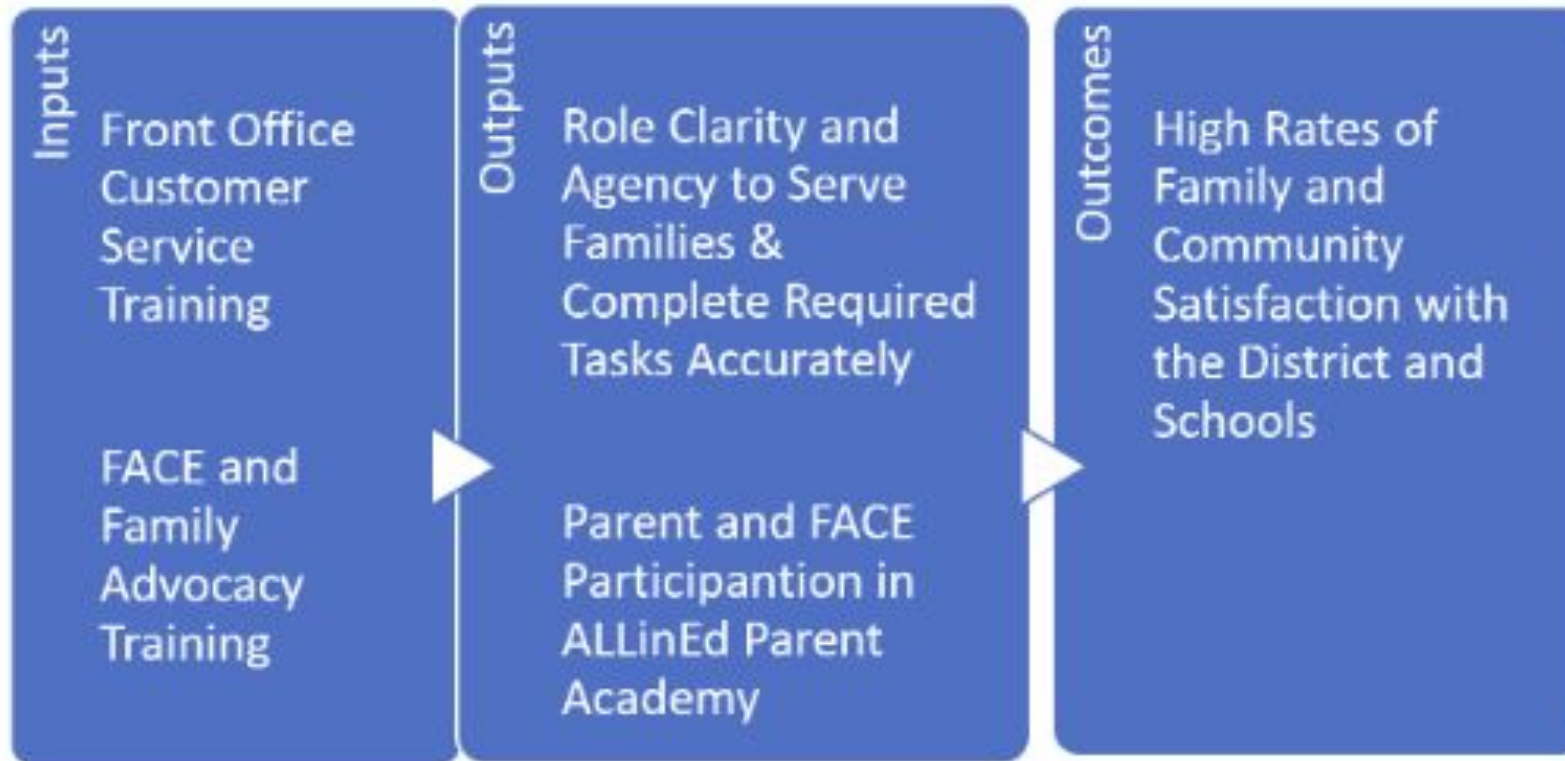


Superintendent Guardrail #2 and Interim Goals Monitoring

Guardrail #2- The Superintendent shall not allow the District to operate without a human organizational customer service plan to foster trust and collaboration.



*Interim Guardrail 2 – Customer Service –
Theory of Action*



- Interim Guardrail 2.1

By May 2026, the District will continue the training and support to front office staff to **enhance a culture of customer care and systems efficiency** and expand to improve all District Offices' culture of customer care ensuring a satisfaction rate with all district staff interactions of 85% or higher as measured by a quarterly surveys of families, staff, and community partners, and instant feedback checks in front offices.

Year 1 Quarters	# of Trainings	Audit Error Rate	Customer Satisfaction
Quarter 1	2	<25%	60% satisfied
Quarter 2	3	<20%	63% satisfied
Quarter 3	3	<18%	68% satisfied
Quarter 4	2	<15%	>70% satisfied

Year 2 Quarters	# of Trainings	Audit Error Rate	Customer Satisfaction
Quarter 1	2	<12%	73% satisfied
Quarter 2	3	<10%	75% satisfied
Quarter 3	3	<8%	80% satisfied
Quarter 4	2	<5%	>85% satisfied

20 trainings		<5% audit error rate	>85% satisfied
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- *Interim Guardrail 2.2*

By May 2026, the District will provide training for Family and Community Engagement Specialists in **communication and support strategies to increase parents' academic engagement** in supporting their child's education, as measured by an increase in parent academic support courses from zero courses in 2023-24 to twelve courses completed by 2026.

Year 1 Trainer of Trainer Trainings	Audience	Site Events Offered
Showcase for Literacy Events	All FACES	2 at each Focus School (10 total)
Showcase for Math Events	All FACES	2 at each Focus School (10 total)
SWB Parenting Support	6 FACES	
All in Ed Parent Academy	10 FACES	
Year 2 Events for Families	# of Trainings	Site Events Offered
Showcase for Literacy Events	All FACES	4 at each Focus School (20 total)
Showcase for Math Events	All FACES	4 at each Focus School (20 total)
SWB Parenting Support	6 FACES	On Demand Events at Family Center & Schools
All in Ed Parent Academy	10 FACES	On Demand Events at Family Center & Schools

Thank you