



FAMILY AND COMMUNITY ENGAGEMENT PLAN 2024/2025

Customer Service

Directions: After reviewing the draft customer service standards, consider two scenarios: one providing exceptional interaction and one that should be improved. Identify the positive interaction that demonstrates exceptional customer service. Elaborate on the positive features of the interaction. Identify an interaction that could have been handled differently. Elaborate on the scenario needing improvement and identify actions to improve the level of customer service in the future.

Scenario One:

Our annual open house allows parents to visit their child's eight classes. Though we instruct students to write their schedules and classroom numbers on a form, we knew a few parents would not arrive with their child's class schedules or would have difficulty finding the classrooms during the class changes. As a result, our school was prepared by setting up a station near the parking lot that could print students' schedules and provide a school map. Our administrators also asked a few teachers and staff that were available to escort parents that might need help locating the different classes to the classrooms.

Identify positive features of this interaction:

The positive features of this interaction are that our school considered the needs of the parents/guardians and provided a welcoming environment and valued the parents' attendance at our parent nights.

Scenario Two: Due to teachers teaching seven classes that average 22-25 students, a parent reported that they sent emails to one teacher about their child's missing assignments but did not receive a reply. As a result, we have encouraged teachers to consider using the Remind app which allows teacher and parents to send text messages without exchanging cell phone numbers. We also suggested setting office hours so that messages will be received only during the teachers' office hours.

Identify actions to improve the level of customer service in scenario two:

Our school's professional development trainings can provide teachers with the various methods of providing two-way communication that is convenient for teachers and respects their privacy.

Comments:
