



## 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:**

After receiving the 1<sup>st</sup> quarter Interim, a parent emails the teacher about concerns about their child's progress. Mom is concerned her child received an 'X' on Following Directions and Staying on Task. The teacher contacts the parent within 24 hours and schedules a conference the next week. The parent arrives to the front office for the scheduled conference and the office staff greets the parents with a positive attitude. The teacher is called to the office and walks the parent to the classroom for the conference. The parent's questions are answered, and the teacher puts a plan in place to communicate with the mom daily. Also, the teacher talks to the child to share expectations of following directions and staying on task in class. As a team, the parent, teacher and student collaborate to help the student be successful in school.

#### **Identify positive features of this interaction:**

The teacher provides timely communication with parent to ensure the needs have been addressed. The office staff greets with a warm, friendly attitude. The teacher, parent and student work together to ensure success.

#### **Scenario Two:**

After receiving the 1<sup>st</sup> quarter Interim, a parent emails the teacher about concerns about their child's progress. Mom is concerned her child received an 'X' on Following Directions and Staying on Task. The teacher does not contact the parent. The parent emails the assistant principal for guidance on scheduling a conference. The teacher finally emails the parent back after second request. The parent arrives to the front office for the scheduled conference and the office staff greets the parents with an unfriendly attitude. The teacher is called to the office and walks the parent to the classroom for the conference. The parent's questions are not answered and asks the teacher to put a plan in place for daily communication. The teacher is not receptive in a daily plan, instead recommends a weekly plan. Also, the teacher vaguely shares to her expectations of following directions and staying on task in class. The group does not collaborate as team resulting in the student struggling with following directions.

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

The teacher should provide timely communication with parent to ensure the needs of the student have been met. The office staff needs to greet the parent in a friendly manner. The teacher needs to collaborate with the parent to build a positive relationship and create a home school connection.

**Comments:**

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