



FAMILY AND COMMUNITY ENGAGEMENT PLAN 2025/2026

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: Open House

Nova High School's Open House provides a firsthand look at the school's physical environment, including classrooms, facilities, and the overall campus atmosphere.

Walking through the halls and seeing the classrooms allows students and parents to gauge whether the school's environment aligns with their expectations and preferences. It's a chance to visualize where students will spend a significant portion of their day for the school year.

Identify positive features of this interaction:

At our Open House students and parents will be provided detailed information about academic programs, curriculum, and extracurricular activities. Parents and students can ask questions about the subjects offered, advanced placement options, and the availability of clubs, sports teams, and other activities. This information is crucial for tailoring your high school experience to your interests and future goals.

Scenario Two: New To Nova Orientation

New to Nova Orientation features current students who share their experiences, perspectives, and insights about the school with new students. Hearing from students who are already attending provides a unique and honest perspective on the school's strengths and challenges. It is invaluable to determine if the school is the right fit for your child. New to Nova allows students and parents to meet future classmates and their families. Building these early connections helps students feel more comfortable when they begin high school and can foster a sense of community and support from day one.

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

With our growing school population there is an increase in non-English speakers. We recognize a need for more bilingual staff to help accommodate these families. We also recognize the need for written communication in Spanish and creole.