



# FAMILY AND COMMUNITY ENGAGEMENT PLAN 2018/2019

## Customer Service

**Directions:** After viewing the customer service document created for the 2016-17 FACE Plan, consider two scenarios: one providing an example of a good interaction and one that should be improved. Identify a positive interaction that demonstrates good 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:**

A parent checks-in to the STAR system requesting to speak with child's counselor. The secretary asked if they had a scheduled appointment because their name was not part of the list that was provided by guidance. The parent answered no but that they really needed to speak with someone regarding their child's academics. The secretary kindly reminded the parent of the school's policy for meeting with counselors to avoid situations like this one. However, the secretary contacted the guidance secretary to see if the child's counselor was available to meet. The parent was notified that the counselor will not be available for the next 30 minutes, but that if she is willing to wait, the counselor would be happy to meet with her. Parent appreciated the consideration and waited to meet with counselor.

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

1. Throughout the scenario the secretary remained kind and helpful in consideration of the parent's valuable time.
2. Parent was reminded about the school's policy to avoid situations like this one from reoccurring.
3. Guidance department did their best to accommodate the parent regardless of having a scheduled appointment.
4. Behaviors from both the secretary and counselor allowed the parent to stay calm and understanding.

**Scenario Two:**

As the school transitioned from paper to electronic "First Day Forms," parents were not notified prior to the first day of school. Many of the parents did not know the procedures to access and fill out the required forms. This has caused an issue with students not receiving free and reduced lunch as well as having outdated emergency contacts. As a results, parents have contacted the school to receive support on this matter but given that this tool is new to both parents and schools, there was no support available. This has made parents angry and portrays the school as unorganized. Not to mention, several parents have expressed concerns regarding no availability to technology to complete the forms.

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

1. Send out several ParentLinks during the summer (prior to the first day of school).
2. Include steps to complete the process on the school's website.
3. Provide parents with information of the new procedures on school's monthly newsletter; include a point of contact incase of questions.
4. Train school personnel in the new system and process to ensure parents receive school support when needed.
5. Provide parents with technology during Open House to fill out the forms in school.

**Comments:**

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