

Lake Washington School District Executive Limitation Monitoring Report

EL-5 Parents and Community
June 24, 2019

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

1. Use methods of managing information that protect confidential information of students and families.	In Compliance	◀ ▶
--	------------------	-----

Evidence

The District protects confidential information of students, parents, and staff through a variety of means. Each August, the district reviews many of these confidentiality requirements with principals as a reminder.

Student and parent information is protected through the application of law and policy:

- Federal law and the Family Educational Rights and Privacy Act of 1974 (FERPA). In accordance with this law, parents annually have the option to indicate whether they wish to have directory information excluded from release internally (including school specific publications including yearbooks and newsletters) and/or externally (including media, web sites open to public, district publications going the community and PTSA). High school students and their parents may also protect their directory information from military and higher education. The communications department works with schools to ensure FERPA compliance with regard to media, particularly television news.
- State laws, including Revised Codes of Washington (RCWs) 28A.305, 230 and Washington Administrative Codes (WACs) 180-52,-57 and 392-182. These laws provide for parental consent prior to release of records to outside agencies. Notable exceptions are for student discipline records, requests by other school districts in cases of serious danger or disruption, and required reports of child abuse and neglect as mandated by RCW 26.44.

District administrative policy:

- Student Records policy JO and procedure JO-R provide that the District maintain only those student records necessary for the educational welfare of students and for the orderly and efficient operation of schools and as required by law.
- Relations with Education Research Agencies LC-R requires research to follow district procedures for the protection for the rights and welfare of students. Procedures must be in accordance with the guidelines for the protection of human subjects.

The district consults with attorneys regarding public records requests and other legal requests for records to ensure that such requests are handled appropriately.

Technology security and safety procedures are in place to protect student information. This information is covered in EL-14, Technology.

EL-5 Parents and Community

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

- | | | |
|--|---------------|-----|
| 2. Provide a process for the fair and expedient handling of complaints from parents and community. | In Compliance | ◀ ▶ |
|--|---------------|-----|



Evidence

The district's process for the effective handling of parent and community complaints is designed to allow issues to be addressed closest to the source of origin:

- Complaints that may constitute misconduct by school employees are investigated. Procedures within the collective bargaining agreements are followed to ensure employee rights are protected and that appropriate consequences are issued if misconduct is found.
- Staff members work with parents and citizens with complaints to address their concerns in an informal manner as a first step. This includes:
 - o Communication in person, on the telephone, by email, and/or meetings to address concerns, identify issues, and seek resolution.
 - o Assignment of appropriate central office staff to assist in advisement, protocol, routing, and follow-up on complaints when not resolved at the building/department level.
- The district has a protocol that allows complaints to be escalated to a higher level if patrons are not satisfied with the response.
- Public Complaints, policy KLD, provides an avenue for formal complaints. This policy defines the basis for a grievance as a decision based on a condition or circumstance that was allegedly caused by misinterpretation or inequitable application of existing school district policy, rules or regulations. It stipulates the process to be followed to reach a satisfactory solution. The policy was reviewed and revised in 2010.
- The district follows laws and government agency rules regarding discrimination, professional conduct, and harassment, intimidation and bullying as well as other complaints.
- No complaints have been heard by the Board under policy KLD in the last year.

EL-5 Parents and Community

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

2. Provide a process for the fair and expedient handling of complaints from parents and community.

In
Compliance



Evidence {continued}

- The following survey data represents the perception of LWSD school effectiveness in handling complaints (scale of one to four) by all community members, including information from those who have a child in school and those who do not.

“LWSD schools effectively handle complaints.”	Always	Usually	Sometimes	Never	Mean
Dec. 2014-Feb. 2015	23%	42%	30%	5%	2.8
Dec. 2015-Feb. 2016	23%	34%	40%	4%	2.8
Dec. 2016-Feb. 2017	24%	39%	34%	2%	2.9
Dec. 2017-Feb. 2018	31%	41%	26%	3%	3.0
Dec. 2018-Feb. 2019	23%	46%	26%	6%	2.9

- This year’s mean rating of 2.9 is in line with past responses, though among the higher results.

“LWSD schools effectively handle complaints.”		Always	Usually	Sometimes	Never	Mean
Dec. 2014-Feb. 2015	Have a child in LWSD	28%	46%	23%	2%	3.0
	Don't have child in LWSD	15%	34%	42%	9%	2.6
Dec. 2015-Feb. 2016	Have a child in LWSD	29%	33%	36%	2%	2.9
	Don't have child in LWSD	15%	35%	44%	6%	2.6
Dec. 2016-Feb. 2017	Have a child in LWSD	32%	37%	31%	0%	3.0
	Don't have child in LWSD	14%	41%	39%	6%	2.6
Dec. 2017-Feb. 2018	Have a child in LWSD	35%	42%	21%	2%	3.1
	Don't have child in LWSD	24%	39%	33%	5%	2.8
Dec. 2018-Feb. 2019	Have a child in LWSD	26%	44%	25%	5%	2.9
	Don't have child in LWSD	17%	49%	27%	7%	2.8

- There is a difference between responses of those who have children in the district versus those without children in the district, with 70% of parents agreeing or strongly agreeing with the statement “LWSD schools effectively handle complaints” versus 66% of community members without students in schools agreeing or strongly agreeing with the same statement.

EL-5 Parents and Community

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

- | | | |
|--|------------------|-----|
| 3. Establish policies and procedures to ensure organizational compliance with all federal and state laws, including those dealing with ethnic, gender, disability, religious and age discrimination. | In
Compliance | ◀ ▶ |
|--|------------------|-----|



Evidence

District Administrative Policies and Procedures that prohibit discrimination and harassment and align with federal and state laws include:

- Nondiscrimination (AC);
- Human Dignity (ACA);
- Harassment of Staff (ACB and procedure ACB-R) prohibit harassment in all forms, including bullying and intimidation of staff; and,
- Harassment, Intimidation and Bullying of Students (JFD and procedure JFD-R) prohibit harassment in all forms, including bullying and intimidation of students. JFD-E is the incident reporting form.

Nondiscrimination and Human Dignity policies (AC and ACA) were revised in September 2010. Harassment, Intimidation, and Bullying of Students policies (JFD, JFD-R and JFD-E) were adopted July 2011. Harassment of Staff (ACB and ACB-R) were revised in August 2011.

These policies are communicated and shared as follows:

- Annually with all staff at the beginning of school staff meetings;
- Specific training as part of new employee orientation;
- Student and staff handbooks containing this policy information and expectations are distributed and reviewed annually;
- Posters inform parents, citizens, and visitors of the district’s discrimination and harassment policies; and
- District publications as well as the district’s website inform readers of our policies and procedures regarding compliance with all federal and state laws.

EL-5 Parents and Community

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

4. Provide a welcoming environment for parents and community.

In
Compliance



Evidence

The district and schools make efforts to ensure a welcoming environment in our schools.

- Professional expectations are in place in all schools for staff to provide a welcoming environment for all parents and guests.
- Schools hold events to welcome parents, including orientations, curriculum nights, open houses, and other school events.
- Building use policies and procedures allow community organizations to use school buildings for functions. Community use welcomes many into our schools who would not otherwise come through the doors.
- Volunteer strategies such as the LINKS program and AVID encourage community members to volunteer in our schools. The schools themselves encourage parents to volunteer actively in many different roles.

“I feel welcome in LWSD schools.”	Always	Usually	Sometimes	Never	Mean
Dec. 2014-Feb. 2015	60%	27%	8%	5%	3.4
Dec. 2015-Feb. 2016	61%	22%	15%	2%	3.4
Dec. 2016-Feb. 2017	66%	20%	10%	3%	3.5
Dec. 2017-Feb. 2018	68%	20%	9%	3%	3.5
Dec. 2018-Feb. 2019	63%	24%	12%	1%	3.5

- The recent survey of community members shows a continued positive response to the question “I feel welcome in LWSD schools.” This year’s survey showed a slight decrease in the number of people who responded with “always.”

“I feel welcome in LWSD schools.”		Always	Usually	Sometimes	Never	Mean
Dec. 2014-Feb. 2015	Have a child in LWSD	64%	28%	7%	2%	3.5
	Don't have child in LWSD	52%	27%	11%	10%	3.2
Dec. 2015-Feb. 2016	Have a child in LWSD	66%	20%	14%	0%	3.5
	Don't have child in LWSD	55%	25%	15%	4%	3.3
Dec. 2016-Feb. 2017	Have a child in LWSD	75%	16%	7%	1%	3.7
	Don't have child in LWSD	54%	25%	14%	7%	3.3
Dec. 2017-Feb. 2018	Have a child in LWSD	75%	18%	7%	0%	3.7
	Don't have child in LWSD	56%	24%	13%	8%	3.3
Dec. 2018-Feb. 2019	Have a child in LWSD	61%	26%	12%	0%	3.5
	Don't have child in LWSD	65%	21%	12%	2%	3.5

- The overall positive response rate is slightly higher among parents, of whom 87% responded that always or usually feel welcome in LWSD schools, compared to 86% of those who don’t have a child in the district.

EL-5 Parents and Community

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

5. Maintain an open and responsive organizational culture that treats all constituents with respect, dignity, and courtesy.

In
Compliance



Evidence

The district relies on good communication and public engagement as well as coordinating with constituent groups to ensure an organizational culture that treats all constituents with respect, dignity and courtesy. For example, the superintendent and central office staff members meet regularly with the PTSA District Council, Lake Washington Schools Foundation, and other constituency groups.

The district has been tracking community perception around this item since 2005.

“LWSD schools maintain an open and responsive culture.”	Always	Usually	Sometimes	Never	Mean
Dec. 2014-Feb. 2015	29%	46%	22%	3%	3.0
Dec. 2015-Feb. 2016	33%	43%	22%	2%	3.1
Dec. 2016-Feb. 2017	37%	37%	22%	4%	3.1
Dec. 2017-Feb. 2018	41%	37%	20%	2%	3.2
Dec. 2018-Feb. 2019	35%	45%	19%	2%	3.1

- The survey shows that overall approximately 80% of respondents believe LWSD schools always or usually maintain an open and responsive culture. This result is slightly higher than previous years.

“LWSD schools maintain an open and responsive culture.”		Always	Usually	Sometimes	Never	Mean
Dec. 2014-Feb. 2015	Have a child in LWSD	33	51	15	1	3.2
	Don't have child in LWSD	23	39	33	6	2.8
Dec. 2015-Feb. 2016	Have a child in LWSD	43	40	16	1	3.2
	Don't have child in LWSD	22	47	28	3	2.9
Dec. 2016-Feb. 2017	Have a child in LWSD	49	34	16	2	3.3
	Don't have child in LWSD	23	42	29	6	2.8
Dec. 2017-Feb. 2018	Have a child in LWSD	46	38	14	2	3.3
	Don't have child in LWSD	33	35	29	4	3.0
Dec. 2018-Feb. 2019	Have a child in LWSD	38	45	17	0	3.2
	Don't have child in LWSD	29	44	23	5	3.0

EL-5 Parents and Community

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

5. Maintain an open and responsive organizational culture that treats all constituents with respect, dignity, and courtesy.	In Compliance	◀ ▶
---	---------------	-----

Evidence *{continued}*

- Those who have a child in school are more likely to rate district schools as “always” or “usually” maintaining an open and responsive culture, with recent response rates of parents at 83% compared to non-parents at 73%.

“The schools maintain an open and responsive organizational culture”	Always	Usually	Sometimes	Never	Mean
Staff survey 2014	48%	43%	9%	0%	3.5
Staff survey 2015	44%	43%	12%	1%	3.3
Staff survey 2016	56%	34%	8%	1%	3.5
Staff survey 2017	47%	39%	13%	1%	3.3
Staff survey 2018	N/A	N/A	N/A	N/A	N/A

- The staff survey was not given in Fall 2018.

6. Establish and maintain systems for public participation, communication, and involvement.	In Compliance	◀ ▶
---	---------------	-----

Evidence

While the district has long had in place a public communication program, the district has increased efforts to maintain consistent systems for public participation and involvement. Using the International Association for Public Participation’s Spectrum of Public Participation as its guide, district projects use a systematic approach to ensuring appropriate public participation, communication, and involvement.

- Community meetings have shared information about the 2018 Bond/Levies. In addition, LWSD partnered with each of its three cities to host Community Safety Forums. As part of the Building on Success Program, staff have held Good Neighbor meetings and opened the groundbreaking ceremonies and grand openings to community members.
- Use of the Let’s Talk system was expanded to the Redmond boundary process, Bond/Levies, School Start Times and 2016 Bond Projects.
- A “Get Involved” section on the LWSD website provides easy access to all district standing committees and special task forces that involve community members.
- The College and Career Readiness Task Force has been studying and analyzing impacts of the new state 24-credit requirements, school schedule and start time implications. The group has incorporated community members and staff voice through inclusion of community members on the Task Force as well as through listening sessions with students, staff, and parents.
- Textbook Adoption Committees include community representatives.
- LWSD Equity Advisory Team includes staff, parents and community members.

EL-5 Parents and Community

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

6. Establish and maintain systems for public participation, communication, and involvement.

In
Compliance



Evidence {continued}

“LWSD schools gather feedback on important issues.”	Strongly agree	Agree	Neutral	Disagree or Strongly disagree	Mean
Dec. 2014-Feb. 2015	25%	39%	21%	15%	3.7
Dec. 2015-Feb. 2016	26%	34%	29%	12%	3.7
Dec. 2016-Feb. 2017	30%	37%	19%	15%	3.8
Dec. 2017-Feb. 2018	31%	29%	27%	13%	3.7
Dec. 2018-Feb. 2019	25%	33%	28%	14%	3.6

- There has been significant improvement on responses to the question “Lake Washington schools gather feedback on important issues” over responses before 2009. Over the past five years, 58% or more of respondents agree or strongly agree with this statement, with 58% agreement this year.

““LWSD schools gather feedback on important issues.”		Strongly agree	Agree	Neutral	Disagree or Strongly disagree	Mean
Dec. 2014-Feb. 2015	Have a child in LWSD	30%	45%	16%	9%	3.9
	Don't have child in LWSD	18%	30%	29%	23%	3.3
Dec. 2015-Feb. 2016	Have a child in LWSD	36%	38%	19%	8%	4.0
	Don't have child in LWSD	15%	29%	39%	16%	3.4
Dec. 2016-Feb. 2017	Have a child in LWSD	38%	40%	14%	7%	4.1
	Don't have child in LWSD	19%	32%	25%	24%	3.3
Dec. 2017-Feb. 2018	Have a child in LWSD	33%	34%	22%	11%	3.8
	Don't have child in LWSD	28%	21%	35%	17%	3.5
Dec. 2018-Feb. 2019	Have a child in LWSD	26%	34%	28%	12%	3.7
	Don't have child in LWSD	23%	30%	30%	17%	3.5

- Parents continue to be more likely to agree with this item than those who do not have a child in the district.

EL-5 Parents and Community

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

7. Provide to parents and to the community access to appropriate information about school and district programs and academic progress.

In
Compliance



Evidence

The district has migrated to primarily electronic communications. The district’s website and specific portals have become tremendous resources for a large amount of information on the district, schools, programs, academic progress, and much more. Additional efforts to reach out to parents and the community via electronic newsletters and social media complement the website and help drive traffic to specific timely information. This year, the district has been developing a new website to serve families and the community better.

– District Website Usage Overview

Data Points - month of May	2019	2018	2017	2016	2015
May visits	862,962	740,461	657,009	571,192	437,136
Peak daily visits	42,694	36,087	35,079	31,188	29,355
Server uptime (discounting planned outages)	99.9%	99.3%	100%	99.93%	99.87%
Visits to <i>Careers Page</i> (formerly <i>Employment Page</i>)	9,124	8,172	11,880	11,602	10,278
Visits to <i>District Calendar</i>	15,693	11,696	7,839	8,187	7,094

Comparison to Nearby School Districts’ Websites

Based on data from Alexa.com, a web analytics site, sorted by traffic rank. Stats for the last three months

District	Traffic rank <i>Ranking compared to all websites globally</i>	Daily Page Views per Visitor	Daily Time on Site	Incoming links <i>Number of sites linking to this one</i>
Seattle SD - SeattleSchools.org	50,027	3.82	4:44	686
Northshore SD - NSD.org	120,686	2.8	3:15	267
LWSD - LWSD.org	137,415	3.4	2:48	358
Bellevue SD - BSD405.org	149,253	3.4	3:58	281

- LWSD’s traffic rank dropped from 98,045 last year to 137,415 this year (globally).

EL-5 Parents and Community

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

7. Provide to parents and to the community access to appropriate information about school and district programs and academic progress.

In
Compliance



Evidence {continued}

Parents and community have access to all school and district activities on electronic calendars on each school and district websites. Families can combine events at multiple schools into a single online calendar.

“I have online access to information about school and district programs”	5	4	3	2/1	Mean
12/14 - 2/15	50%	33%	11%	6%	4.2
12/15 - 2/16	58%	27%	11%	4%	4.4
12/16 - 2/17	55%	29%	10%	6%	4.3
12/17 - 2/18	57%	27%	9%	7%	4.3
12/18 – 2/19	53%	33%	8%	7%	4.3

On a scale of 1 to 5 where 1 means “Strongly disagree” and 5 means “Strongly agree.”

- Overall mean responses remain consistent with past years, but fewer people Strongly agreed with the statement, “I have online access to information about school and district programs.”

Family, Student, and Staff Portals

- Skyward Family Access allows parents/guardians to securely access key information regarding their family and their children’s academic progress.
- Using this system, parents can check their children’s attendance, grades, teacher contact information, graduation requirements, and other pertinent information.
- Since September 2007, parents of secondary student have been able to view their children’s grades in their teachers’ grade book. This access provides timely and accurate information of the students’ performance. Students may also see their grades in their teachers’ gradebook.
- Since October 2010, parents of elementary students have been able to view their children’s grades and assignments. Students may also see their grades in Skyward Standards-based Gradebook.
- Families can use MySchoolBucks to check school lunch account, pay outstanding balances by secure credit card transaction.
- Parents of students at comprehensive secondary schools as well as ICS and Tesla STEM are able to pay for their students’ fines and fees online suing a secure credit card transaction via Parent Access.

EL-5 Parents and Community

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

7. Provide to parents and to the community access to appropriate information about school and district programs and academic progress.

In
Compliance



Evidence {continued}

2018-19 Portal(s) Usage:

Portal	User Account Total	Average Unique Visitors Per Day in May 2019	Total Unique Visits in May 2019	Most Visited Page
Staff Portal	6,275	4,576 (workdays)	105,465	<ol style="list-style-type: none"> 1. Staff Portal home page 2. Job Tools for Elementary teachers 3. Job Tools for Secondary teachers
Parent Access	40,916*	439	13,600	<ol style="list-style-type: none"> 1. Parent Access homepage 2. InTouch online payment system 3. Change password page

* Parents must sign up for an account; not every parent has one

- A new staff portal was launched in December 2018.
- In 2018-19, most of the tools from Parent Access were moved to the “For Students & Families” page of the website, as most tools require separate login information. The only tool that only lives in Parent Access is InTouch, our fines and fees payment system. We are working to move that outside of Parent Access and onto the For Students & Families page as well.

Learning Management System (PowerSchool Learning)

- Between August 11, 2018 and May 3, 2019, PowerSchool Learning was visited 85,500 times by parents, totaling 6,127 hours on the site. Of the users, 51% were middle school parents, 32% were high school parents and 17% were elementary parents.

EL-5 Parents and Community

Executive Limitation: With respect to treatment of parents and community, the CEO shall ensure conditions, procedures, actions, and decisions are in place which are safe, lawful, ethical, respectful, and in compliance with Board policies.

Accordingly, the CEO shall:

Other Information and Communication Media

- The district uses MarketVolt to assist with managing its newsletter subscriptions, enabling individuals to subscribe or unsubscribe automatically.
- *Connections*, the parent/community e-newsletter, has continued on a bi-weekly basis to provide general district information to parents on a regular basis. This newsletter provides links to new and timely information on the district website. Subscribers include community members.
- *Connections* subscriber numbers continue to rise and are now at 56,345. The open rate for this newsletter continues to be higher than the education industry average.
- Social media has increasingly reached parents who use those tools. There are currently 11,520 likes on the district's Facebook page, an increase of nearly 18% from last year. This year, the district focused advertising efforts on levy information, kindergarten registration and recruiting efforts.
- The district's Twitter account has 4,365 followers. That number reflects a 16% increase over the previous year.

I certify the above to be correct as of June 24, 2019.

Dr. Jane Stavem, Superintendent