Welcome Center Design Team Meeting NOTES

Meeting held on 12/17/2024

Meeting Agenda

- Welcome
- General updates
- Debrief BSD Accessibility Lab visit
- Debrief training with Dr. O
- Subcommittees (design, marketing, family resource)
- Envision Visitor's Experience: Human Centered Relationships

- Updates and Recommendations / Conversations
  - Two welcome center specialists have been selected to support parents as they come in. Both are internal hires. Focus on customer service and community engagement experience where two main selection criteria. Onboarding begins after the holiday break.
  - Welcome Center Board Report and Presentation will take place on December 19th.
  - Center design: Nature theme selected to set calming tone to the interior layout. Mechanical issues have been resolved. Modular furniture will be selected to allow for flexibility. Student art projects will fill hallway walls.

    RECOMMENDED:
    - Consider using indigenous themes to spark student engagement / expand to.
    - Include BSD developer feedback. Consider community partnership for sourcing.
    - Community partner recognition? Art representing schools, cultures etc.

  - Feedback from tour during last meeting to BSD Accessibility Lab.

    RECOMMENDED:
    - Consider inviting families from different backgrounds to test and learn.
    - Ricardo – Reason behind a soft launch with be to test / measure and deploy.
    - Use of closed captioning and large print.
    - Integrate translation devices.
    - Require tours for building staff.
    - Consider deploying accessibility lab equipment to the center.
    - Seek to Integrate language access into the conversation.
    - Consider visual aids for literacy concerns including labs "Language" pens. Facilitate parental requests for accommodations.
    - Parents with system access / tech issues (forgotten passwords etc.) must be assisted on the spot and not diverted to expect an email later.
    - Key standards developed at the WC will be rolled up via training to school staff.

  - Debriefing Training with Dr. O.: takeaways from three participants. Put yourself in the shoes of the requestor. Connect, connect, connect. Follow through and case management. Acceptance vs. agreement.

Next Steps:

1. Design: review and consolidate for next meeting.
2. Recommendations: review and consolidate for next meeting.
3. Next team meeting – January 14th

Reminder

To facilitate third party visibility in the Welcome Center development workflow, an addition is live on the Bellevue School District website.

https://www.bsd405.org/community/community-engagement-groups/welcome-center-design-team