



CEO Contract Goal under Family and Community Engagement: Included in four-year contract for Tony Sanders dated 11/1/16

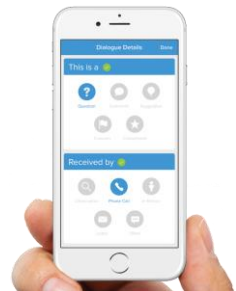
- By September 1, 2017, provide the Board a recommendation for a customer service system to monitor the experiences of parents, community members, and employees who contact U-46 or its schools.
 - *Board approved three-year agreement with K12 Insight for Let's Talk! solution on June 19, 2017.*



U-46 Investment in Let's Talk!



- By July 1, 2019, fully implement customer service system (subject to Board approval) to monitor the experiences of parents, community members, employees when they contact U-46 or its schools. During the 2019-2020 school year, provide the Board with a report on the implementation.
 - *2017-2018 all ESC departments available in Let's Talk*
 - *Fall 2018-2019 will bring all schools into Let's Talk*

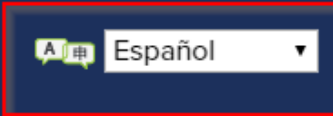


Accessible through [U-46 website](#)


Please take a look around the website and let us know what you think and how we can improve this new platform. Send your feedback and questions to "Let's Talk!" and we'll be sure to respond within one business day. Thank you.



Available as a mobile app and in Spanish




¡Bienvenido a Let's Talk!




Let's Talk es una invitación de parte de U-46 para que usted pueda compartir sus pensamientos.

Sabemos que su tiempo es valioso. Let's Talk ofrece una manera fácil y conveniente para compartir sus comentarios directamente con los miembros del personal de U-46 que los ayudará. Esperamos escuchar de usted.

Let's Talk! ID: SD1045





Temas Importantes

Comparta sus felicitaciones

Participación Familiar y de la Comunidad

Comentarios de parte del Director

Preguntas/Comentarios sobre Let's Talk



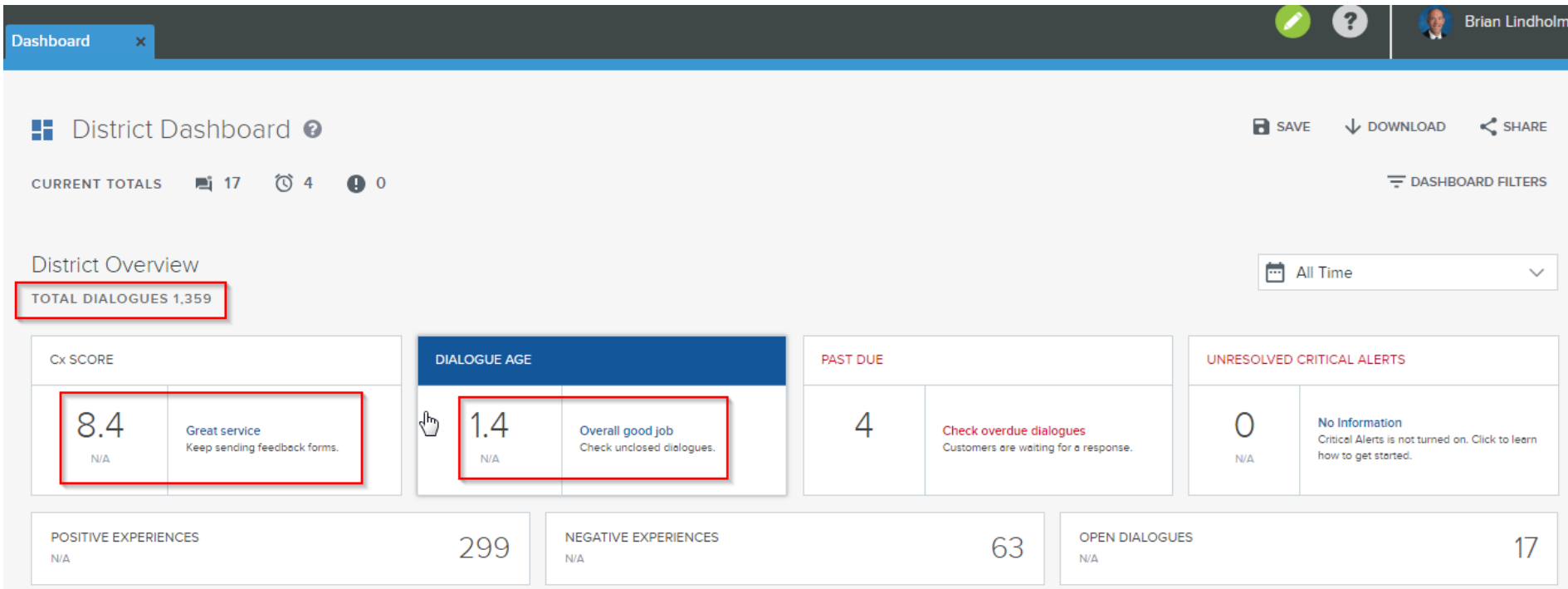
Let's Talk!

K12 Insight, LLC Education

 Everyone

 This app is compatible with all of your devices.

Interactive dashboard to track metrics



- Closed over 1,300 dialogues
- Average response time 1.4 business days
- Average feedback score 8.4 on scale of 10

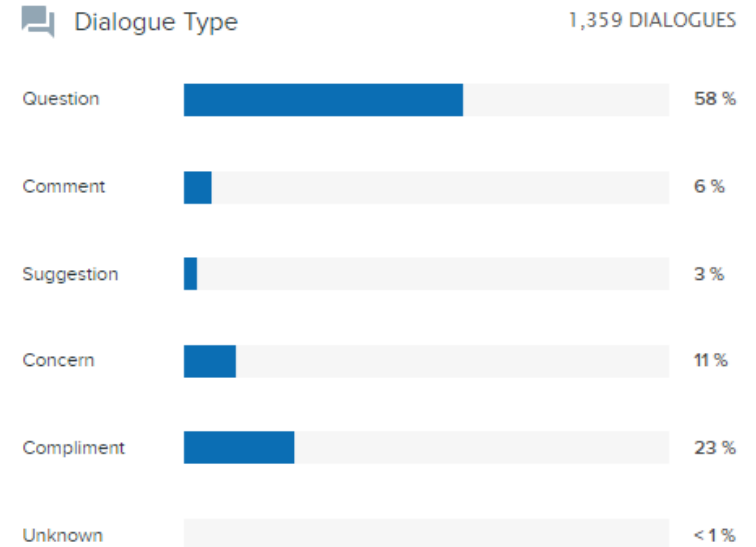
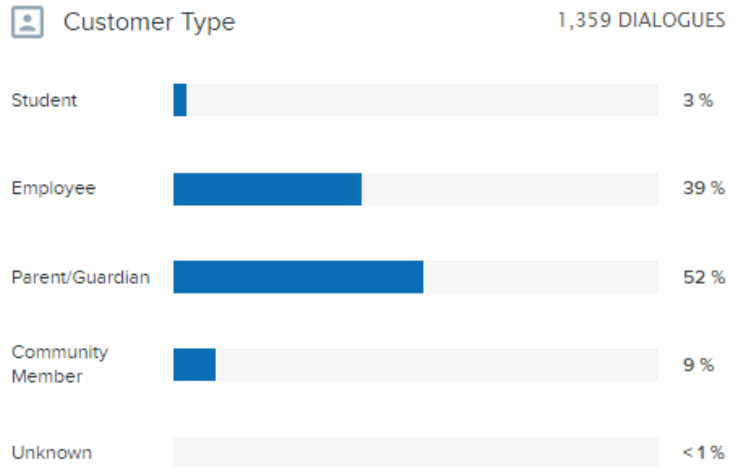
Community Voice



Interactive dashboard to track metrics



Dialogue Metrics

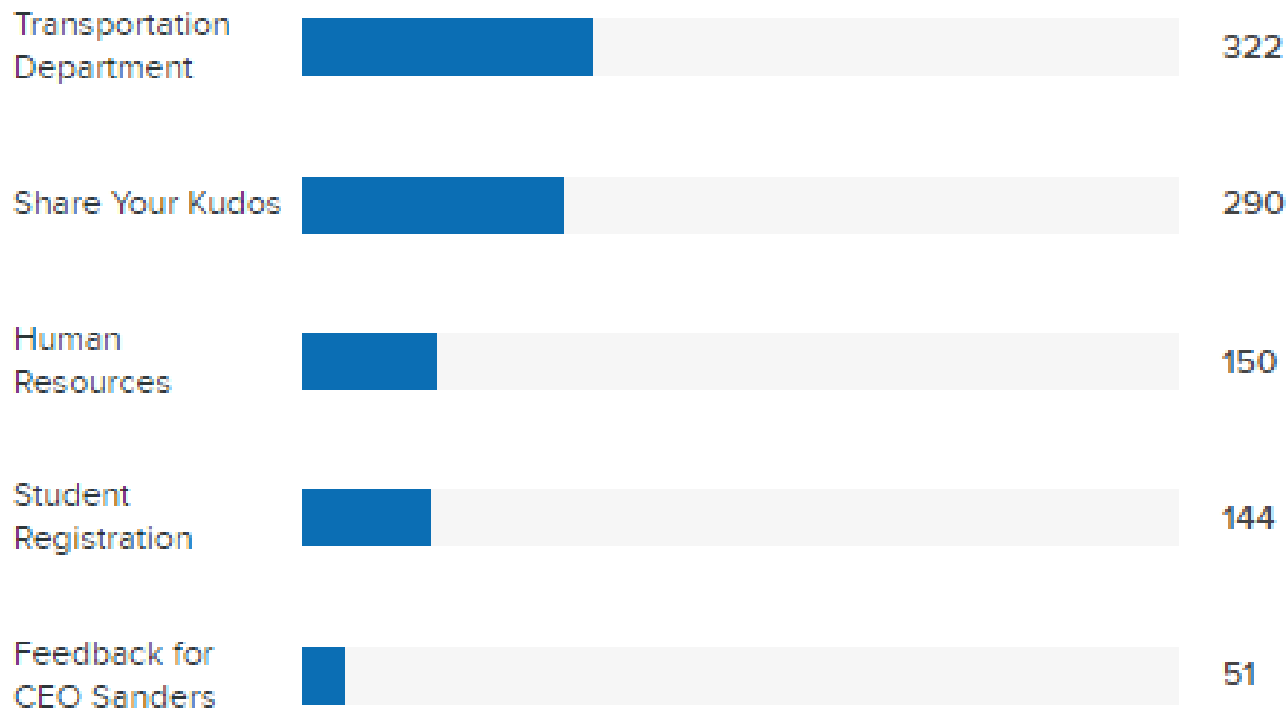


Interactive dashboard to track metrics



Top Interest Areas

TOP 5



Next Steps



- Held Let's Talk! customer experience workshop for over 50 DUSA secretaries on September 26
- Similar sessions scheduled with school administrators in October, November
- Add individual schools as Let's Talk channels by December 2018
- Report back to Board with results of full implementation in Fall 2019

