Welcome Center Design Team Meeting NOTES

Meeting held on 3/11/2025

Meeting Agenda

- General Updates
- February 11 Meeting
- Design Team – Kristi and Keri
- Welcome Center Connections Team - Marta
- Family Resource Center Team – Kellea
- Timeline (between now and June)
- Processes and Systems

Updates / Key Conversations / Recommendations

- Floor plan (layout) update with furnishing examples
- Signs and technology will be shared next steps
- The connections team shared communication planning via PTSA and integrated school messaging channels, partnering with all key departments (i.e. attendance, truancy) and extending to community partners
- V.1 of Welcome Center sight is live: https://www.bsd405.org/enroll/welcome-center
- Definition of success metrics / SMART goals to be flushed out

Brainstorm of statements that will embody the Vision for Welcome Center

- ✓ We are here to serve
- ✓ Embody empathy
- ✓ Be curious and genuine
- ✓ Listening to understand, effective communication, invitational Good-bye)
- ✓ Flexibility / personalization / trust / making warm connections
- ✓ Culture adaptation / growth needs to be intentional – across the district
- ✓ Attitude of greatness/pitching In/supporting One another, foster teamwork, positive praise.
- ✓ Acknowledging time (appointments – tracking),
- ✓ Service mentality / follow up / closure - accountability
- ✓ Warm hand off with alignment for resolution with schools (phone follow ups)

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

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