Do you have any feedback or suggestions for ways the WCS Communications Department can improve district communications?
Do a one time highlight newsletter to introduce all of the communications department employees (possibly including the individual school heads of marketing/communications) and highlight what they do, the importance of the work they do, and how they support the school's, community, staff, teachers and students.
The videos that you do are amazing. The first day of school, graduations, and InFocus are informative to see the growth of our children. Communications has been amazing as well. Seeing people like April at Breakfast with the Mayor and the School Board Meetings gives our community a voice to the department. One of the things that sets Williamson County Schools apart from the rest is a quality communications coordinator we can collaborate with.
Keep up the incredible work!
No
Unified platforms.
no
N/A

No

Include more information in the text, instead of texts to look at your email.

I don’t love it when I get a text and then an email about the same content. It would be great if I could just get one or the other to cut down on the noise.

Fix the text message to not say it is coming from Florida! Last year every text about school closing did not come from a local number

N/A — everything is great!

Is there a place where all the communications are searchable and archived with a calendar and forms easily accessible? Sometimes the email is difficult to search.

There are way too many apps and sites for all the different things for school - school bucks; district app, PTO, school dismissal, skyward, it's overwhelming as a kinder parent not knowing where to find what info I feel like it takes me 3x as long to find things not having a one stop shop to find everything

I no longer use any kind of social media and find it challenging when organizations primarily share info on Facebook, Instagram etc. Please continue to send emails :)

I would love to see the board of education meet the teachers recommendations of books that they want to teach instead of a board member knocking the teachers lengthy research down and that board member getting paid enormously by the book she actually chose!!! And the fact that the husband was also in cahoots with the publishing company!!! That couple was compromised and should be arrested!!!

No

Automatically opt in parents to their respective school communications

No

I don’t get text messages but other parents at my school do. I don’t know how to fix this.

No.

no

No

Na

I really like the emails on the InFocus Newsletter. Would be awesome to have a Fine Arts Page on the In Focus just dedicated to Fine Arts

Primarily just by giving an executive summary with details below. I find I read many things in full that may not apply to my family.

No

No changes recommended—Happy stakeholder ;)

Can we opt out of particular forms of communication? It's overkill when we get an email, and a text to tell us to check our email, AND a robocall to tell us to read the email.

No

I think it would be great if they gave parents of students new to the district a list of all the apps that are used. None of that was communicated at the orientation in April or the back to school orientation.

Everything should be on the website and emailed out to parents. The rest are just extra.

No

No

I am a 30+ year retired WC teacher. I would like to be informed of ways (other than subbing) that I can help in the schools. I do volunteer at the school (that I retired from) at the book fairs. There use to be a FLIP program - I'm sure other retirees would be interested too! The volunteer badge process could be offered in each school cluster as well as training for program needs.

No

No

I think the information we receive is great

As a parent of a child with an IEP, I've found it can be difficult to get consistent, timely access to service documentation and records through the district's current communication channels. A standardized system giving special education families direct, ongoing access to this information (such as TN Pulse Connect parent access) would meaningfully improve transparency and reduce the volume of individual records requests both families and staff currently have to manage.

No very good!

You are doing a great job!

No

No

No

Sometimes the texts and phone calls seem to be sent for arbitrary things but more important messages are sent via emails from Skyward that are hard to read and easy to miss. Also there are too many portals and apps and too many emails from different senders (district, asst principal, teachers, PTO, skyward) but one with consolidated messages and all information would be nice.

None

I feel like the district has done an amazing job increasing its presence across social media platforms.

No

Not at this time

No

I wish all school specific communication would be formatted in an appropriate way to digest a lot of information. I have 2 different schools my kids attend and 1 school is far superior in their ability to communicate well. All school communication leaders should know how to communicate well. And currently they do not.

none

None today.

I think you guys do a great job. Thank you!

N/a

no

yes make school closing decisions earlier

Us information comes too late and rhe app is often laggy

No

Not at this time.

None

No it’s great

nope

Let us use our phones in school to communicate.

Yes.The food service department need a email address

I'm wondering if we could consider highlighting a broader range of students during board meetings, rather than focusing primarily on the district's highest-performing students. I recognize that doing this well would probably require some creativity in how we identify students and define what is worth celebrating. But I think there's an opportunity to tell a fuller story of who our students are—students who have overcome significant challenges, demonstrated remarkable growth, shown kindness or leadership, found success in nontraditional ways, or simply worked incredibly hard to reach a goal that may not come with an award or accolade.

I'd love for more students—and more families—to be able to see themselves reflected in the students we choose to celebrate publicly.

I love all of the channels of communication that are used, but I find the text messages to be the ones that I see the most often. I appreciate all of the effort that goes into communicating with us as parents!

No

No

No

No

More InFocus from individual schools more often! Show everything every school wants to send! No limits! The more joy shared the better!

Short and infrequent so things don’t become so overwhelming they get ignored completely

The parent square app is used by other districts it provides clear information quickly

You do a great job! I especially love seeing all the photographs from your team. Please continue those and focus on what each school is doing throughout the year.

Doing great for us!

The district should pay for all school to have Final Forms texting option

Anything you push to me is useful. I can't really just go check the site in case there's something relevant to me, and I try to stay off social media.

An app would be nice.

If you all change the time of a school bus route please remember to let the families know in advance.

Please don't make it all through Facebook.

I would like to see it streamlined. There are so many ways it gets to us right now

I do not want to receive any communications from the district during school hours unless it is an emergency. I don't need a call about a fundraiser while I'm at work and while you have my child. PTOs also do not need separate communications—it causes too much noise

Text/email students to same info the parents get

Appreciate everything you do for the community!

I don’t like the new phone rules. My child should be able to contact me in between classes without having to go to the office to do so. It is ridiculous, I can’t even text her about ride changes, appointments during or after school, or things I need to tell her throughout the day. She feels so uncomfortable going to the office or nurse just to call me. Do better, it is not protecting our children to put them in uncomfortable situations where they feel scared at school. This is one of many reasons why my daughter doesn’t like school, because it feels more like a prison than an uplifting learning environment. I get putting them away during class but only being able to access them during lunch is ridiculous. Do better!!!!!

I don't love having another app. I love a good old email :)

Like how it is currently

Last year, district communicated with selected student for the district event, but parents couldn't get proper information about district events which parents should also involved in. High school student's provocational skill development is an important, but parents should know what WCS is doing in proper time. So I hope WCSCD include parents' email address if they have district event.

I think they are already doing an outstanding job!

I feel that the district does well in communicating to us as families. I also feel that the frequency is just right. I would not push out any more communications to families than it currently is or the engagement with the communications will drop because it will be too much and they will be over saturated.
I would love to see school level Facebook groups and YouTube channels like other districts have, but that is outside the scope of this survey, but alas there's that opinion too.

FYI - only use website when looking for something. Limited current updates typically on school pages, so other means are typically source for review of current info

Great work!

Not everyone uses social media. Important information needs to be communicated in other ways.

n/a

I only want a phone call if its a weather related school closing notice OR if there is an emergency situation happening at my child's school. I want that phone call immediately. I do not enjoy getting a lock down notice AFTER I have already heard about the situation on social media. The district needs to be on top of these things.

no

Communications are great! Keep up the good work!

No

No

Let us know about snow day outages that night. Food services is sometimes already at work when the snow day is called and it is dangerous for all of us! We then have to drive back home after it has gotten worse outside. It happened to me and it took me over a hour to get home.

no. plenty of destinations hosting WCS information and probably more than required, actually.

No

None at this time

no

Continue to inform. Thank you!!

No, as an employee I feel the comunications to me are good. I am curious how our stakeholders feel about receiving information. Parents get soooo many emails and notifications in email. I feel a one way text option to them would be helpful. I know that Skyward ahas the capability, but I tried to do it once and I thought I was sending message to a small group and ended u psending to whole school! It is not an easy process and I now aI am scared to send anything that way!

No

is there a way that employees could be notified before families? There are times that I haven't received communication through phone call or text and I find out about delays or cancellations through parents.

It's not as much about the tools being used, but more about what information is being shared and when it is being shared, though that is obviously not always in your control. Upfront, proactive transparency is healthier in the long term.

no

No

Keep up the excellent work!

Text messaging as a communication awareness tool- text messages informing you of new emails that have been sent, text messages informing you when a teacher has attempted to make contact, etc

I would like less emails for my highschoolers from each of their teachers. This young people need to be more responsible.

not at this time

None . The communication is quite clear and comes in various modes

n/a

I think the current output works well for our family.

none

No

Be more mindful of inclement weather and close schools for student safety. Remember many of our high school students drive and should not be put at risk.

No, I think you are doing great keeping families and employees informed.

No

I believe the communication is sufficient.

Being able to customize which communication you get where. For instance I'd always want to get texts, calls, etc for school closings, but other communication could just be email. It would be nice if there was a dashboard we could login to to see those settings.

no

I will occasionally read the InFocus newsletter but mostly pay attention to communication coming directly from TSES. TSES does a great job with communication weekly and as needed.

Keep the messages clear and concise. As a parent, I would prefer you over communicate vs under communicate.

No, text message first to both parents or all caregivers

no

No

Would love to have consistent processes across schools. Ex. Principal sends news 1 time per week. Teacher(s) send news 1 time per week, PTO sends news 1 time per week. Some schools are sending daily communication, some weekly - it is very overwhelming.

Don’t rely on social media to make announcements. Some of us don’t have it.

N/A

Text messages often come too late. This has happened a couple of times, the latest being after the school threat last year. The general consents that parents shouldn’t find out from other sources first.

No

I like the current communications. I know where to find info on the app and anything urgent is communicated effectively.

n/a

Your communications are greatly appreciated as the pictures in it reflect the social fabric of the county regardless of race, religion, color or other attributes - truly one nation under God that embraces all

I appreciate texts, calls and emails

no

The weather alerts related to school closings are very effective. I receive a text and phone call and so appreciate both methods.

No

No

No

no

I think communication from the district is pretty clear and well done!

no

Nope

No.

None

The communication is fine. Really don't need to address, I think the issue is the information. I get that you are doing the best you can w what you have, but the average idiot thinks the district is sitting on piles of cash. Truly remarkable. I don't think the community realizes how rough it is out there, and you don't tell us that so no wonder we have a communication problem! Be honest with us. As a parent and also alum of BHS, it pains me that schools are facing budget shortfalls and we just pretending its business as usual. It is very much not, but I tell people that this is best it will be, as this new school board does whatever the GOP tells them to do. That should work really well for all of us. Thank you, godspeed, best of luck

no

no

I really appreciate this survey. It is the first time I have ever had the opportunity to give feedback to my district/school. Surveys can be important tools and I wish they were utilized more at the school level for parents.

For urgent messages (bus delays, school cancellations due to weather), text/phone are best for me. Information on the school and district websites can be hard to find (for example - teacher emails, bell schedules, access for the stop finder app, etc.), so I tend to reach out to other parents or call the school for assistance. It would be nice if the websites could be more helpful for parents trying to find information, especially at the middle school level.

not really

no

All-call phone calls from the schools sometimes restart halfway through the message. Just a little annoyance, but it would be great if that didn't happen. :)

I wish the district would update the photo release form for present day. We do not sign it primarily for digital safety but would not mind being in the yearbook. With AI, everything is changing so fast, I think the district has a responsibility to consider the evolving layers and implications of posting photographs of children. While it wouldn't be an easy process, the photo release process needs considered for the issues of today while still giving kids an opportunity to be in the yearbook.

Communication is great! text, email, and phone calls and we don't miss a thing. I'd only recommend better alerts for incidents at schools for parents to be aware.

We are newer to high school and seem to find things out by word of mouth. For example, we learned the dates of baseball tryouts just days before and did not have any expectations or such before we arrived. It would be helpful to have a clear designated area on the school website to find upcoming dates and times when clubs meet.

None

Please don't move to social media only!

I think WCS does a good job getting communications to community members who do not currently have students in the school system.

We appreciate that school closings usually due to inclement weather are communicated in various platforms - call, text, email

I sometimes have difficulty finding information on the wcs.edu or the specific school's website. For example, when registering for classes it was hard to find extracurricular class names and descriptions but I know there's been other times I couldn't find what I was looking for as well.

Great job on relaying messages on if school is in or out during inclement weather.

nope. You all do a great job!

Not at this time

N/a

NA

No

No

No

no

No

None

no

NA

i unsubscribed from everything but still got this survey. i prefer no communications but that seems to be a challenge.

None. I think it’s running great.

Not social media

Zero reason to double up on method of communication. Text OR email. Pick one, and stick with it.

Facebook weekly updates.

No

Enough time to make adjustments or plans. Sometime the night before is not enough with particular things.

No

N/a

No

More emails less social media (some of us are not on social media and neither are our kids)

No

Good so far.

When snow days are involved, the last minute decision making (waiting until a couple of hours before school begins to cancel) is incredibly hard on parents. PLEASE let everyone know so that child care and rides can be arranged.

None

None

No

No

N/A

No

N/A

Unifying information on one platform would be very helpful. Right now, to see everything that is coming for my Middle Schooler, and to verify she's meeting our expectations, I need to check in on skyward, Schoology, text, email and sometimes GroupMe. Surely we can have one central hub for everything!

No

Bus updates. Currently receiving bus updates after the fact. Very behind communication.

Texts and email most read

Stop requiring students to use technology for all aspects and invest in text books. I realize you are not asking about this but that's my advice. Public school makes learning a challenge for something that should be simple. My wife was a high teacher for years and didn't have issues in a NC school, where charter school and year around d schools existed.

Either WCS needs to have just one method of communication or allow families to opt in to the one way to receive info. It's is BEYOND ANNOYING to receive a text, email and phone call about the same thing.

Give an option of how you wish to receive the information instead of bombarding with a phone call, text message, and 9pm or later emails.

Too many emails

Expanding the amount of characters allowable in Finalsite text option. It is very limited.

Please do NOT use social media as a meaningful communication tool. Many of us don't use it for that purpose and will miss a lot.

No

No

Happy with what we have!

Please eliminate the late start Mondays. The students and teachers may like them, but they disrupt normal working hours and schedules for businesses and working professionals.

Thank you

You are doing a great job IMO

No ,dng great

Communicating across all channels at the same exact time would be tremendously helpful. It's truly exhausting trying to check FB, Instagram, Skyward, my phone, etc for all messages. The amount of communication and information is overwhelming. I love the winter snow days because I know I'll get a phone call and if for any reason I miss The call I'll get a voicemail... just pure and simple 1990's. In general, if it's a truly need to know situation, send out a mass communication to everyone's phone.

Social media information that is Public is a safety issue.

Na

N/A

No, however, communication coming from parents could improve. I'd like to just email the school my son is sick and won't be attending. The process is too difficult.

No - I love ALL the avenues of current communication!

Yes---dont let parents make and sale tshirts against a child and then let them wear them to school and make thus child want to committ suicide!

No

No

During extreme weather we receive calls early in the morning (decisions are made in midnight or morning)why not text and update school webpage.

No

No

Make emails shorter hit highlights and maybe add links to additional information

I think it's been fine as it stands

No

You all do a great job keeping us informed! Thank you!

Not all calls within WCS district are labeled therefore not answered. If the school calls it says WCS, but district calls don't. Is there a way to change it so all are labeled WCS and then parents will be more likely to pick up? Thanks!

Minimize repeats and the number of emails - maybe it doesn't all come from WCS at the district level, but I get 5 emails per day on average so I tend to start ignoring a lot when they look the same.

No

I appreciate the level of communication and speed of communication as it is. Thank you for all you do!

No

No

Can you have a portal where a parent can select which communications they want to receive, and the methods they want to receive them. Example, we get a call, voicemail, email, and text when the MCM principal sends his weekly update on Sunday. I'd prefer not to receive the phone call, and just get the email. Opt in or out, and select the communication preference for each type of announcement. Thank you!

No

no

No

I do not use any social media apps and do not wish them to be a form of communication

We do not need a text to tell us to read an email. Send 1 communication for regular information. The only time a text is needed with an email is if it's a time-sensitive situation like an unplanned, early dismissal.

An email every single day from child's school is overkill!!! Can't they compile info and send one weekly?

No

No

No

No

No

Please ensure families receive all messages regarding safety of the students. For example, today I saw a WCS post on Facebook in regards to the Dr. Seuss Tik Tok challenge. I believe this is an example of something that needs to be communicated via email, text, etc. Not just on social media as not everyone has it and even parents who do are not necessarily on it frequently.

No

No

Calls,
Emails, and texts are
Too much. Allow us to pick 1 mode of communication

N/a

None

No

No.

I am currently happy with how information is communicated. Thanks!

No

No

Yes, THANK YOU for asking this question! I have an elementary, a middle, and a high schooler. Would love to see emails tailored to just the active grades/activities/schools they are in at the top vs. larger FYIs about schools they don't go to at the bottom. I am also a huge fan of getting off of tech and more into paper/writing again. If you have case studies or updates on how this is going from any school, I want to know! As far as the phone, I will basically never answer any calls, but I love the voice mails so I can see transcripts if there's info I need to know about weather, testing, late start, buses, etc. Text is still my top preference for quick updates and more curated emails for things to dive into like how policy changes are playing out.

No

No

No

none

Bus 200 has been continuously running late. We don't get the notification until after you are able to change their dismissal. It would be great if we could know in advance, so if there is an afterschool activity, you can change to car rider versus bus. Key being ahead of time and before the cutoff occurs. Thanks!

No

maybe a weekly newsletter?

Yes. Make it easy to comment / connect with teachers / counselors/ staff.

During emergency screnarios (i.e. lockdowns) it would be nice for the teachers to know what the situation is before the parents in the community. During last lockdown, my students received texts from parents and then told me what was happening.

No

no

When there are school lockdowns I feel that parents should be able to call and find out what is going on. We get told nothing at all.

no

No

We have been very impressed with the communication Page High has had with us. The staff has been extremely supportive and helpful to not only students but parents as well. Communication has been great! Much appreciated!

Yall are doing a great job. Thank you!

no

See above, lots of information spread out all over hard to keep up when you have kids in elementary school and middle school. Everything gets lost in the emails from teachers, teacher helpers, administrators, sport coaches and PTO. It's a lot of scattered information that as a parent I can barely keep up!

N/a

No

Streamline communication.

I believe WCS communication way is effective

Current communication is outstanding! Thank you!

Include the time with any time related messages.

No

No

Continuity of school program across levels

Send early as possible. Sending emails on a Friday about the football game for that evening doesn't seem to helpful.

No

Regarding inclement weather days, I would appreciate greater clarity and consistency around the threshold used to close schools. Safety should absolutely be the priority. At the same time, there are occasions when WCS is closed while libraries, childcare centers, medical clinics, learning centers, fitness facilities, and most other community organizations are operating normally. In those situations, it becomes difficult to understand the safety basis for the closure.

I would encourage WCS to consider a more clearly articulated standard and a general posture of remaining open when community conditions reasonably allow it, while of course closing when road or weather conditions present a meaningful safety risk. Greater transparency around the factors driving each decision would also help families understand and support those decisions.

I don't need a call and a text every Sunday at 1600 that tells me to check my email

None

Na

As a parent with kids at 3 different schools there is just too much information to keep up with. Maybe in addition to the weekly emails there could be a hot topic bulletin point of the most important notes.

I’m old fashioned and don’t use social Media. I appreciate simple text and call. It’s the fastest way for people like me to get information.

No

N/A

Communication has been very good and has persisted even with high level administrator changes. Keep up the good work. You appear to have good processes established. Stick with those processes.

None

Leaving a message with a phone call also works well

No

Promptness not delayed delivery like 2 hours before school starts. Earlier notification.

Text for things that need immediate attention or are timely/urgent, broad announcements via social and summaries and detail via email and newslettters.

Sleeker app

Let the students have more access to there phones

Na

Timeliness of late bus email and text has been too late since school started.

No

No

Decrease the number of daily emails.

None

N/a

Use text for critical communications only, email or InFocus newsletter for anything that parents do not need to be immediately aware of.

Everything is great

n/a

Non. Everything is good alerdy

My kid doesn’t take the bus but I can’t opt out of bus texts. I get daily texts about the bus being 20 mins late but if I opt out, I’d have to opt out of all texts from the school.

Thank you you’re the best

No

Please don't rely so heavily on social media. Not everyone is an influencer or cares about social media. Lol

For Middle Schools they do a good job with the weekly calendar of upcoming tests/quizzes and most assignments are on there. Would be very helpful to know if assignments are online vs. handout. Also why do they do only a weekly late assignment email. Why not send the email as soon as the assignment is past due. This could immediately raise the grades of any student with past due that doesn't know it.

I don’t like that the principal newsletters come out at all days and times. Can they not be a one decided day and time that it comes out so you know when you need that information that it is easily known where it could be found.

I am not a fan of the phone calls

No

None

No

Anyway to improve the e-mail communication that my elementary child's bus is late? It arrives after he is supposed to be dropped off.

All good

Sometimes it's just too much. On the one hand, I appreciate the willingness and the attempt to be thorough. On the other hand, it can be too much to keep up with at times.

It would be great if WCS could create separate WhatsApp groups and/or communities for various messaging.

Regarding inclement weather days, I would appreciate greater clarity and consistency around the threshold used to close schools. Safety should absolutely be the priority. However, there have been days when WCS is closed while roads are dry and libraries, childcare centers, medical clinics, learning centers, fitness facilities, and most other community organizations are operating normally. In those circumstances, it is difficult for families to understand the safety basis for the closure.

I would encourage WCS to adopt and communicate a clearer presumption toward remaining open unless reasonably expected conditions create a meaningful safety risk. Built-in weather days should provide flexibility when closures are necessary, but the availability of unused weather days should not influence whether a closure is necessary.

There is a real cost to closing schools as well: lost instructional time and significant disruption for working families, particularly those whose jobs require them to be physically present at their work locations. I would simply ask that those costs receive appropriate weight alongside the risks associated with remaining open.

Not at this time

Dont send call outs or texts between midnight and 6am if possible.

Highlight students' achievements better.

No

No

No

N/A

No

The WCS Communications Department is doing an awesome job! Don't let anyone say otherwise and keep up the great work! We appreciate you all!

Appreciate your hard work keeping everyone abreast of pertinent district and school info!

No

The newsletters are way too long and have too much information that just repeats week after week. It takes too many scrolls to sift thru everything and half the content is repeated reminders about pictures, yearbooks, etc. perhaps have everything new or important up to and not force us to scroll thru pages of information each week. I very much get people like to get their comms in different ways, but half the time I just give up and delete the newsletter as I don't feel like reading thru all the content and looking for important items. Maybe important headlines and treat the top of the newsletter like the above the fold of the old school front page?

No.

No

Communication is currently excellent

You're doing great. Thank you!

No. Thank you - you all do a great job and are appreciated by my family.

Communication has been very good.

No need to text me to tell me I have an email. I can see the email in my inbox.

No. doing a great job!

They do a great job!

na

I strongly dislike that we have created an additional app now just to communicate early release for elementary students. As parents I have to use 4 applications for my students 5 with sports. That include the new dismissal app, school ology to see assignments and work, final forms for sports, and I'm drawing a blank on the 5th for report cards but that demonstrates the point. A single system login would be soo much better.

Too many communications now, I don't like getting calls, emails and texts for the same thing

One platform across all schools and from district. There seems to be several systems for different purposes.

No

No

During a lockdown - like what happened at FHS last April - parents should be texted regarding updates by someone in the building.

Pick a lane. Text or email, not a call it isn't 2001.

Maybe a weekly digest that's not the Infocus but pertinent to my school area

No

Streamline necessary, urgent, personalized and promotional information. Right now I have to sift through PAGES of multiple newsletters on a weekly basis for the important nuggets

No

Can we AI Carol Birdsong?
I think you guys do a wonderful job.
I do appreciate text message ls when there is something urgent; I.e, weather, school delays and closing and the unfortunate lock downs.
Appreciate all that you guys do for our families. This is our last year, as we have a senior.

Allow for easy selection on how we wish to be notified of school alerts - I.e, check boxes for all methods of communication we wish to sign up for in one email

Also the student restrictions of phone use is over the top- students need access to their phones specifically for dual enrollment course work during their study hall and it’s ridiculous to make is so restrictive due to the poor behavior of some when others pay the price and can’t fully utilize the purpose of a study hall

Please streamline the communication, especially fundraisers. We're so inundated with emails. With multiple children in multiple schools, I receive teacher and admin notices plus newsletters. I miss important emails buried under the seven-days-a-week-fundraisers.

No

No

No

no

It would be nice of all the communication that is not (time sensitive like a sudden closure due to impending inclement weather) be done throughout the school week. Many times, communication is sent out by teachers, principles, and WCS on the weekends. That is a time that parents should be spending with their families without the interruption of schools telling us what we need to know. It's also frustrating to get communication on a Sunday about something that needs to be done the following day. School and jobs take up most of our days (and lives) every day. Even athletics and homework take up the weekends. There shouldn't be any unnecessary communication interruptions on the weekends.

Your team is doing great in terms of communication, thank you.

None

School buses should be on time and not delayed. Also if there is a cul de sac, please have an extra stop rather kids walk over 10 mins to bus stop.

Did not know there was an app!

N/a

No

No

None

Nope, doing great! Thank you!

Stop texting only to say you sent an email (11th hour text, etc.)

Help us find a way to utilize other social media options instead of X as an employee.

No

I’d like to see WCS add more information for parents about what happens after an evacuation, especially reunification. The current Safety & Security information explains lockdowns, shelter-in-place, and evacuations, but it doesn’t explain how reunification works or what parents should expect if students have to be picked up somewhere other than the school.

Na

No

Yes. I have three kids in the district. Every kid’s teacher emails me plus every admin emails me. That equals upwards of 25 emails every week. Can the right hand know what the left hand is doing and consolidate all of those emails into one?

None

I think you're doing a great job delivering the content of what you communicate.

Less emails please

No

Times for events. In the calendar they are listed as all day and for working parents who want to be involved in PTO and school field trips it's hard to request time off with only a few weeks notice.

No

No

No

no

Text is the best

No

No

No

No

None.

No

No

We love Jordan and the staff. That said, Mr. Walkers emails are so full of filler and repeat info, we unsubscribed.

doing a great job
thank you!

No

No

Doing a great job!

Limiting the amount of emails sent a week.

No

No

I do not see a place for social media posts involving students - I ended up having to agree to the social media release because it meant that photos couldn't go in the yearbook... Those are very different things. I don't put my kids' photo on my personal Facebook, I should be able to opt out of social media posts while separately agreeing to any yearbook photo additions.

The communication should be direct and short.

Change staff as they are not responsive

N/A

See response to #3

No

Na

No

Have a "ask a question" option on the school's website. Somewhere that parents can ask a question about anything school related, and get a response. For example, "when will PSATs be offered?" or "does my child have to come to school if she doesn't have any finals scheduled for a particular day?" Stuff like this isn't published anywhere, and there's no resource to ask other than polling other parents or students, and that comes with mixed results. I've found that the call line at Franklin High often can't find me the answers to the questions I'm calling about.

No

NA

No

N/a

No

No

no

Need an update on the School Bus issue at Grassland Middle School where bus has to take 2 loads and it isn't alternating on who gets to leave last

Don't bury the most important information at the bottom of the email.

I find the InFocus eNewsletter helpful for fun or informational news about the district, but if there are important details that directly impact the school, my student, or you want to ensure that I read it, I would prefer that these be sent via email. I don't always read the eNewsletter, and sometimes it can get really bogged down with lots of stories and info.

I prefer an email for generic information. For more urgent updates/safety info I prefer a text.

When a teacher sends an email from a do not reply box it's difficult to connect. Life moves fast I might see the note at work but not have time to fish around for the teachers email. Having the email address integrated into signature for ease of find would be helpful.

More text notifications instead of calls with voicemails

Too many separate apps. Needs to be more consolidated

N/A

Please Spread the word about voting on school uniforms. I am a former Williamson county student and we had a dress code in elementary, middle and high school. I attended a field trip with my elementary daughter recently. We went to see a play at a WCS high school and I was appalled at the attire. I see many benefits to having a county wide uniform of solid color polos and khaki/navy/black shorts/skirts/pants. It saves on school clothing, no bullying, and most importantly, no classroom distractions.

You do a good job…we've never feel like we missed an announcement

No

Please stop sending out the same information. It's redundant and the audience is being trained to ignore the redundant information and miss important new information.

It's exhausting and soooo time consuming. Principal, teacher, texts, district, PTO, sports, fundraisers, etc., etc., etc! Why does school communication require an hour of my life every week? And when I need to refer to something I have to sort through 20 emails to find where I read that information.

N/A

No

No

Early release is a TOTAL BURDEN for working parents. I also have yet to see any quantitative data to show how it's a benefit to anyone.

Please no more apps. there's too many. If they could all be streamlined that would be amazing. SDM and bus tracker, wcs, skyward etc.

Need something more than email and calling for quick updates like out sick or transportation changes

No

No

When there are known transportation delays, for instance a driver taking off work, there is no reason for not being notified sooner. Getting just an hour or two notice is unacceptable when the changes are known at the time of requests off being made. We all know there are bus driver shortages and the reality of getting subs is extremely slim. Parents would appreciate more notice to adjust work to accommodate picking them up. The bus leaving school an hour after school has been released is not acceptable. But if that is going to happen, please email or text parents with at least a days notice. 24 hours notice would be so nice to have. Versus 2 hours notice. I am often in meetings and don't find out until it's dismissal time.

No

No

No

No

Just streamline as much as possible. It would be nice to have one app for all WCS and school communication.

No

improve reminders for events parents need to come to school. most of the times there's just 1 email and information is getting lost.

No

No, I think that WCS is a very professional and communicative group.

Other than above. No

No, I think communication frequency from certain schools could use improvement. Heritage ES is great, we were at Longview for EC last year and the communication was lacking regarding school events.

Emails from most administrators in schools are far too long and need to get more straight to the point.

N/A

No

Too much reliance on social media

No

We get soooooo many emails from the schools daily. So if it's important, say that in the title AND get straight to the point. I say that because I will see the into to an email and then think it doesn't apply and delete it. Only to find out at the bottom was important information.

Thank you for keeping us informed!

I would like to have the information regarding special events that occur during the school year to be released earlier than 1-3 days prior. With work schedules, it's exceptionally difficult to plan and account for events with minimal heads up to plan.

Have Carol Birdsong record the school closing phone message or at least the beginning. We will miss her voice!

No

You already do this, but it works well so worth mentioning. Call snow/ice days ASAP so I can make arrangements to work from home.

No

None

Make sure that school is canceled as early as possible

Only send important information like school closures, unplanned early release or late start, etc via phone call or text

no. It would be great if all of the teachers and the principals and the district used the same channels of communication, but I understand that's not your issue.

N/A

No

I feel we get too many notifications with two kids in WCS, a text then an email can be excessive some days with communication being almost everyday. I do apprentice communication but some weeks I feel overwhelmed.

Text messages for important notifications.

Yes, put everything in one app, then you can mirror information on the site/FB/etc. That way I have one place I can rely on for all my school bucks, school dismissal, parent comms with teachers, skyward, and any other forum I forgot about. It will reduce logins and tech errors if there's just one platform we have to learn and deal with. You can nest school bucks/school dismissal inside with a single sign on that could link into the other applications for a seamless experience still giving you multiple vendor options. Then for every club/sport/etc the child does, that group could have their own wing of the app for their comms and such, all feeding through one hub.

It would helpful to start with the kind or category of communication, maybe the subgroups being addressed, or other identifying variables so we can determine the relevance of the topic early in the communication.

No! Thanks for all you do!

N/a

I would like to see important information highlighted in the headlines. It seems like for the InFocus newsletter the test scores in the county are what leads that page. I wish more important topics were at the head or top of the newsletter and the scores were at the bottom. I think most people stop reading at about halfway through so when the important things are at the bottom they get missed.

For snow days, please let us know the night before. I know this can be tricky, but it's helpful when we can know beforehand.

No

N/A

Get A/C installed on all buses.

No

no

None

I didn't know there was an app! That's cool, but I suspect other parents also might not know about it?

Try letting us know the busses will be late before the busses are late.

No

You all are doing a good job!

Utililize the subject better to put it it's related to your school, or district or all elementary schools etc.

No

There is a gap between FSD and WCS in the onboarding process. I think it would be valuable to start sending every 8th grade parent the InFocus magazine - but think about directing a page on your website for helping parents in the transition. My daughter made the jump in 2022, and then my son just graduated FSD for high school in WCS. Unfortunately the same lack of education & communication to us parents about all the ways wcs differs still abound. Don't forget about us!!!

Keep them short and to the point

FAR TOO MANY UNNECESSARY COMMUNICATIONS!!!! There is absolutely no way to keep up with the sheer volume of emails from both the school and the district. There is no way to even be able to triage what is of more importance to make sure to read.

I do feel the schools have improved their text commmunication by including RHS or SSMS in each text message. However, it doesn't happen 100% of the time. Please continue to remind schools that it is imperative that they include their school name in the text because many families have children than attend multiple WCS schools. Texting is only an efficient and an effective communication when it includes which school is sending the message.

I wish teachers would reply to student emails when they are asking for missed assignments or help.

None

No

No

No

Text is best for announcing closures or events. After text phone calls would be second best. Emails tend to get lost especially if you have multiple children at the elementary, middle and highschool levels.

I think these messages needs to be cut down to minimum as we receive way too much information that's usually don't apply to our families. Usually about 10% of these messages are useful the rest is just fluff (sorry)

No

Text with clickable link would be nice. The text message saying go check email is sort of worthless

No

Short key takeaways in a list form to help summarize important information would help more people stay informed.

Na

I would like to be able to list both parents as primary contacts. Today we have to choose and only both receive a text communication if it's an emergency situation.

No

No

I do not like the do not reply emails. I wish you could reply to the emails directly.

None

When a bus will be late can they send a text message as well? We are on the bus that has changed its routing and we did not get any communication except email about Bus being late.

Nope

No

Bus stop early release day doesn't communicate bus route or track it during regular dismissal time in stopfinder

No

No

No

N/A

No

No

Hire more drivers so they are not driving double routes or more kids. If they are always late, adjust the regular pick up/drop off time formally so people have more predictability

No

Making sure all parents are added to the text chain. There’s a lot of times only one parent is on the list.

No

I think they are good

I think each individual school should have a paid employee helping out with the social media channels that currently the PTO's run with volunteer's (Facebook and Instagram). This is a very cumbersome role where info is often relayed from the WCS site and on to the school's PTO pages - custom graphics are made for posts, video reels are made from school events that the pto volunteers attend, and things like holidays, snow days, school events, early out days and very specific info about things like back to schools, links to pay school fees are always needed for parents to find. I wonder if the Good News Ambassadors could be trained to help post to their own school's social pages - they know school details, students, staff and have access to all the things internally to keep the parents and community updated and in this day and age with social media being a very predominant way to get news - it could and should be an actual role at school level.

Streamline to more of a one stop shop. Additionally- Tiers of info: urgent and important, day to day operations, just good/interesting to know, etc.

I think you guys do great.

No

No

Possibly indicate in the message the phone # and any extension # to call to reach out for more information

When parents provide 2 email addresses (i.e. a mother and father) to the schools or teachers and opt into communications, make sure both emails receive the communication.

No it's fine

NA - I prefer the texts

Sometimes we get so many emails that it feels overwhelming. I have three kids in high school so I get multiple communications for all three. I don't know how to improve it though. I just sometimes get so many that I'm guilty of not reading all of them.

Everything has been great so far in my opinion.

No

No

Email less frequently with more information so that parents can be easy to track all the information.

As a communications professional on the state level, I think WCS central office does a wonderful job of communicating to parents as well as showcasing what makes WCS schools special. I feel like there's good communication about weather related changes and other important information for parents.

None but we miss Carol

I would love to see Williamson County Schools simplify and streamline how students and parents access assignments and academic information. Currently, information is spread across multiple platforms, teacher slides, online assignments, paper homework, notebooks, and other classroom materials, making it difficult to know what is due, where to find it, and whether it has been completed.

Skyward would be much more helpful if parents could see upcoming assignments—not just grades after the fact—and access direct links to the homework or resources when available. Parents should not have to log into their student's school computer and search across multiple platforms simply to locate or verify assignments.

A more centralized, intuitive system would help students stay organized and give parents the visibility needed to support them.

Providing context around why busses are running late would be helpful

No

No

None

No.

No

No

I like Mr. Bohrer's emails and newsletters. I read them in totality.

None

I feel like a good job is done with communication to us from both the district and our school, Centennial.

Communication is great

No

No

no

No

No

No.

I think it's great that the department cares enough to survey the stakeholders! The communication overall seems like a lot, but I appreciate it so much. I would always rather too much communication than not enough.

No

No

None

Share the event and activities calendar for sign up in advance so parents and students can plan to participate.

No

No

No

N/a

I appreciate the quick information when there is weather and bus issues. Thank you.

Nothing, but thank you!!

No

no

most consistent/timely updates on social media would be good, or having a website that is easy-to-navigate to serve as the "one source of truth"

No

No

Yes I think it is completely out of line to give in school suspensions for cell phone violations when my son was assaulted by another student we pressed charges he was charged and found guilty and was never suspended in any form and faced no repercussions from the WCS district but you want to taint my childs school record with nonsense. I want to be able to reach my child throughout the day, I think it is a violation in many ways. One bad seed shouldn't reflect upon the masses.

No

Consider coordinating with or embedding district related comms into the individual school related comms and keep it all as organized, calendar-driven and brief as possible.

Parents receive SO many emails - district related, school specific, class related from individual teachers, PTO related, extracurricular related....

Many of us are already on email overload in our own respective careers. The frequency with which the comms are sent out and the sheer volume that we receive - I honestly don't have the time or the energy to fully review and digest them all.

It sounds terrible, I know. And we all do want communication. But the sad reality is that as a parent, I want to know three things: (1) What's going on event wise this week that I don't want to miss; (2) Any critical deadlines approaching relating to my child; and (3) Is there a learning or a behavioral issue with my child (in real-time).

I do not want scroll through 8 page newsletters each week relating to things that are 2 months away or that may not even pertain to my child. I do not want weekly teacher emails detailing the upcoming week's curriculum or what they reviewed last week. I do not want to have to click and open separate PDFs with additional click links within.

What do I absolutely NEED to know right now? In the most succinct way possible. That's it.

I may be in the minority here and my feedback extends well beyond the original district-specific request; but it's all interrelated from a typically half-drowning parent's inbox perspective.

No

None

No

No

I appreciate the snow day system of calls and texts. If I receive news from the district in a text message, I generally assume it's urgent about safety or a weather related school closure.

Inboxes get full very easily. If there are things requiring parent's attention please mark it as urgent or identify in the subject line.

Too much content, please try simplify. Thank you!

No

Please provide a way to update contact information (mobile number, email address, etc) since changes at WCS and the different schools cut parents from access to information. Being able to update and sign up again to be in contact is of utmost importance.

Existing ways are more than sufficient

You guys do great!!!!

No

So far so good!

No

Can it all come out with the weekly principal email so that it is not overloading your inbox

N/A

None

None

Text messages. I love how we get text messages now about early release days or school cancellations.

No

If it's urgent, telephone call AND text message, otherwise email

None

No

N/A

No

Cross channel promotion is very helpful!

No. School is doing a great job. I would like to see a better communication regarding bus service delays.

No

No

No. Communication is great.

No

There is an overwhelming amount of communication from the schools in general. I get emails InFocus, occasional district messages, school admin, teachers, sport and other activities. It's too much to keep up with.

Bi-monthly emailed newsletter (Cheetah Chatter) is a great source of info. However, most info is repeated every email blast so it's hard to pick what's new and relevant. I would love to see the info that's currently in there every time (like third grade retention law and early dismissal instructions) to be communicated elsewhere if possible.

Thank you for asking for feedback! Means a lot.

It would be nice to have 1 app that is a jumping off points for the other apps. I'm new to the district and keep finding apps I need to download. It's overwhelming.

Please don't communicate exclusively through any closed platform such as social media or apps. It puts a burden on the audience.

You do a great job!

no

No

NO

Anything other than the InFocus eNewsletter

None, I am pleased with the current communication options.

Parents need to better understand what media release means

I only really need to know snow days and if board members or leaders change. Also which schools are scoring the best and why. Everything else should just be an Instagram page.

Too many texts. I do not need a text telling me to check my email.

Overall I think is pretty good! It would be good to know the 1) fastest location of updates vs 2) most comprehensive - this would help provide both rapid and more detailed access to information with clear designation of where to go for what

Try to advise earlier of inclement weather days off

None- no concerns. Happy with communications.

Just make sure things are updated at all Times and it’s updated on all communication platforms

WCS Communications Department is doing a great job.

Very impressed with everything you all do. Thank you!

Emails that mention the grade and topic and keywords are very helpful when I need to search through thousands of emails to find what I'm looking for. I love a bulleted list.

No

none

None

NA

No

Way too many links, honestly, from a leadership perspective it’s pathetic.

You are bad at your job if my family has to log in to 8 different places.

Also, you allow people that won’t drive a bus when it’s hot.

Please find someone to fix all the above.

I receive the inFocus newsletter but it never feels like it pertains to College Grove Elementary so have stopped reading it. All to say, there is a lot packed into the newsletter and only some relevant so I would miss anything important trying to be communicated through that outlet.

None

The banner at the top of the district website is too large.

None at this time.

No

no

No

No

There are way to many different avenues to communications. Final form, skyward, app, email, newsletter... dismissal app etc....

No text messages telling you to check your email

No

I would love to receive district newsletter.

NA

Just that I'm set online to receive email and text notifications but only get email. My husband gets texts. So something is wonky

The imaged text in some pdf communications do not show clearly without taking email client off of dark mode. I would like to see a streamlined newsletter format between teachers and other leaders with in the schools and districts.

Summit HS sends a text and email every single night with the same information for the week. As some that receives 100+ emails and texts daily, It's too much. Further, because it's so redundant you actually miss important information or changes.

The transportation notices are often 30+ min late, after the fact, and incorrect. Ex: Bus is due at 415 and at 430 they send you a notice telling you it's 30min late. And then it arrives at 515. It's dangerous for our younger kids and working parents that may not be at home or in a place to change route to fix problem. Once in a while this is ok - every day or many times a week is ridiculous.

No

I think the District does a pretty good job.
It would be nice if Board Members would actually respond to emails.

No

No

No

Reducing the number of places needed to log in. There is a different site and log in for grades, attendance, paying for school fees etc

PTO communication currently relies too heavily on social media, which not all families use regularly. We are also trying to model healthy technology habits for our children and avoid dependence on social media platforms.

Please share important, time-sensitive information through email and text messages so that every family receives it promptly. Clear communication is important to us.

No

Not at this time

No

No

N/A

More notice is always good

No

NH

n/a

No

No

Some systems are in place such as InformaCast but don’t provide any detail. Today I was notified of an evacuation alert at Bethesda and as asst director for nursing - I’d like to have a follow up communication with background in case we are needed to provide support.

Consolidate the frequency of communication. There is too info coming different sources. I recommend one source and one message. Multiple sources and multiple messages is overwhelming and the consumer stops paying attention.

Thank you

Who can I contact about issues with our elementary school principal?

No

Reduce information overload

Too many messages

No

No I think yall do great overall!

Nope

Need better bus communication

I really like the text messages when there is a last minute school change. Thank you!

No

Have a single channel. Every thing does not need a different app or website

Na

No

No

There are so many different places to find information I feel overwhelmed with the amount of communication and events

I appreciate the emails and text messages. These are the two forms of communication that I use most.

Woodland, less daily emails. One Newsletter per week, not daily. Talking points portal for teacher WAG communication.

No

It is too frequent, too long, not targeted enough

I would strongly encourage WCS to establish clear limits on the number and frequency of emails and notifications families receive.

As a parent of three children, I can receive 10 or more school-related communications in a single day. These come from the district, schools, teachers, athletics, clubs, performances, fundraisers, newsletters, grade systems, field trips, and other programs. While each message may seem reasonable in isolation, the cumulative volume is overwhelming.

There needs to be more intentional editing and prioritization of what is sent. I recognize that some parents may prefer frequent communication and extensive reminders; however, the district's communication strategy cannot be designed solely around the families who want the highest possible level of communication. There must be a reasonable balance.

Unfortunately, the current volume can have the opposite of its intended effect. Parents who genuinely want to be informed and engaged begin tuning out because there is simply too much information to process. When everything generates an email, reminder, or push notification, it becomes increasingly difficult to recognize what is actually important.

I would recommend district-wide communication standards that include reasonable daily and weekly limits, consolidation of routine information into scheduled digests, and individual emails or push notifications reserved for urgent, time-sensitive, student-specific, or action-required information.

The district should evaluate communication not only by whether information was sent, but by whether families can realistically absorb and act on it. Effective communication requires editing. More communication does not

necessarily create more engaged parents; excessive communication can actually drive otherwise engaged parents to disengage.

Can we have more details in newletter comes from district and how we are keeping up with other districts nationally

The school district is on point. Coming from another school district in another state the difference in communication is astounding. The access to information is point and click.Not a guessing game or find a parent that had an older child that has already gone through the grade.

No

Not everyone uses social media - be sure that important information is sent by email and text

None

No

No

No

Reduce the # of comms channels. Focus on proactivity and quality comms vs over extending yourself with the channels.

-Yours truly, a fellow comms professional

No

No

No

Everything is always great! Thank you!

No

No

One comm a week would be best

No

Communication in an email format rather than a newsletter (InFocus) is more streamlined and is most practical for our needs.

not at this time.

As a first time parent in WCS system, the communication has exceeded expectations. Great job!

I need a text, a physical paper, or a to the point email for me to retain something. Not a 22 page email.

No

No

no

Feel lost about the programs provided for kids like tutoring/ clubs need it to be included in the emails .

No

Make decisions before 6:30am

No

No

No

N/A

No

nope

WhatsApp

Y’all are great!

No

No

Make the websites more user friendly. Quit hiding information behind a student’s login. I should be able to get more information about what’s going on at my student’s campus from the website.

No

N/A

No thank you

No

no

Less news about ACT scores and more about what’s going on in classes. A more balanced approach to covering the levels would be appreciated . Currently there is Lots and lots and lots highlighted about high schools. Not much for elementary or middle.

No

No

No

no

Don't limit the way you send communications. Everyone has different preferences for what they look at. So use everything you can to make sure we see it. Our schools sends tons of newsletters and updates already so it's hard to keep track of all of it. I do appreciate over communication but to make these things effective it has to be manageable with real substance for updates.

On Principal Walker’s Friday newsletter it would be good to include hyperlink to a site that contains the hyperlinks to teacher’s communication newsletters.

Email is almost useless for me because I receive so many a day. It is hard to see emails sometimes.

I get texts mist reliably. I wish that I could opt in for text alerts to any longer email announcements.

There's a lot of information in different places. For instance there was an email that came today with a PDF with the late start days. It may have been better there was some way to quickly add that to my calendar versus ignoring it and not doing anything about it. Also may be good just to list it out in the email body versus the PDF and I'll try to scrape it with the Gemini AI reader.

No

Thanks for all you do!

Communicate everything on all platforms

No

I honestly think you'll do a great job communicating. I definitely love text message communication though.

None

School bus information is not accurate

Not at this time

None

No

Keep up the good job

N/A

Conciseness - you are already very clear. Thanks!

None

No

No

None

Less is more. I would like to see more pertinent information in fewer emails per month.

Reduce amount of automated phone calls especially at the school level

No

Too many different locations to keep track of information

No

faster notification when buses are delayed

no

This is challenging because good communication is so important, and I appreciate you working to reach people with the info they find helpful in the way they find helpful. However, I have three children at three different Williamson County schools and the amount of communication I receive overall from the schools, school system, teachers, principal, PTO, class parents is overwhelming. I'm sorry to not have a suggestion or solution to streamline things.

I think you all are doing a great job!

I do not care for teacher's emails being received as "do not reply". It makes it difficult to respond/communicate, especially when they do not include an email address we can use to reach them.

None

No

I've been happy with the district communications over the years.

No

No

Email or one form is sufficient

No

Way too many apps and too many places where different teachers communicate.

Nope

Satisfied currently

Parents are completely overwhelmed with emails and communications from the schools. I have not met with one parent who is able to keep up with emails, to-do's, and other items. We all joke about needing to hire someone just to manage school communication to keep up with all the things.

Our oldest just started at Woodland middle. Every Sunday there is a phone call and email for school-wide weekly announcements. In addition, there is a school-wide *daily* announcements email (surely this is overkill). Plus, usually daily emails from each class.

There is a "class" just to teach parents about how to manage school communications and the apps our children use for homework etc. Like c'mon. If parents need to class to learn how to manage their child's public school surely we have just lost the plot somewhere along the way.

This approach doesn't seem sustainable or necessary. I totally respect our educators and administrators and the very difficult job they have. I am hugely thankful for excellent teachers, leaders, and the public education offered by WCS. I also imagine that there are parents in the past that have probably complained there is not enough communication from the school. But it really does seem we have overcorrected.

To please continue to consider parents who don’t use social media.

Consistent texts. Sometimes I receive the texts and other times I do not for the same school.

Na

No

Is there a way to be selective of the type of texts you receive? It would be nice to be able to opt out of the non-emegent messages.

Limit phone and text messages to emergencies only. Use email for everything else. Don’t duplicate emails by sending out the same info repeatedly or through multiple methods.

No

No

My preference would be to only receive a text (unless it was an emergency). The emails, text and phone calls together are overkill.

No

No

No.

no

No

I like the text messages when something is urgent. I would like a way to communicate events for the special needs community. It'd be great if we could opt in on emails or texts for when WCS does things for special needs families.

I get many school emails per week, and often many in a single day.

They need to be very brief and to the point. They need to have any content *in the email*, not download an extra PDF or something.

the websites stink for individual schools

i am not sure if I have ever received communcation before this email. What kind of communication are you talking about?

I like text notifications that there is an important email or a link to important information.

You do a great job already. Thank you!

It would be nice to get a response from a principal or a vice principal from your child's school…

No

Important calendar /timing critical things deserve a separate communication. It feels like important stuff gets « lost » in the various chains that have maybe too much info at once.

Most everyone uses email, text, and/or phone. Let people choose among those options.

None

WCS should provide more timely, consistent, and transparent communication, especially regarding student safety, medical concerns, schedule changes, and weather-related events. Transparency should include openly acknowledging when mistakes are made, clearly explaining how concerns are being addressed, and providing families with accurate written follow-up. Parents should not have to send repeated emails or escalate concerns simply to receive clear answers.

No

No

n/a

No

Great appreciations to WCS team

No.

I think WCS is doing fantastic job in communications

N/a

often the schools filter community student opportunity and information that are disseminated through emails. It would be nice to have a page where that information is retained and ready to access on the website. Now it is hit or miss and if it is not send as a prompt email then it is lost especially with staff turnover. For example: local scholarships that are likely available year to year, programs for students to participate for shadowing and career exploration
It would also be appropriate for each school club and honor societies to have an information page that has the relevant information updated from year to year. ie days times place of meetings, teacher representatives, application forms

No

no

I have no suggestions,

No, doing a good job

No

No

Information on school lockdowns need to be relayed faster.

None to note

Streamline communications. Too many emails from all fronts - teachers, admins, WCS district-- and people tune out.

There are too many apps and different modes of communication. It feels like we get bombarded with info but cant remember where to go to find it all.

No

the schools are sending too many emails of newsletters. It would be nice to get ONE email a week or a month from the school with events instead of daily. Woodland Middle sends a daily newsletter and 99 percent of it is the exact same information every day.

No

No

N/a

No

N/A

No

I feel like I already get very good communication

I prefer to be contacted directly via text or phone call with information that needs immediate attention. Otherwise, email is preferred for any other updates. Text reminders to check email are also helpful as I often work in an area where I have poor service and do not always receive phone calls. I also try to avoid social media, so any additional districtwide apps or socials would not be very beneficial to myself.

I didn't know they sent anything, I've never seen anything

Yes. Please share information about all schooling options available such as online, IB options etc. I have been finding out this information from 3rd party sources only.

Avoid posting on social media

I feel like the bus communication could be improved. Sometimes we're told the morning bus will be late, but it's on time. And then we're told very late in the day that the afternoon bus will be replaced. Surely, y'all know this information much earlier in the day and it would help parents plan for alternate pick up options.

Communications are too frequent. When successive communication within the week are highly redundant, I start to loose attention to content and actually miss new information.

No

Do NOT rely on social media for WCS communication. I do not use social media and I am NOT going to start using social media just to hope that I *might* see a message from WCS. If it is important enough for parents to know, it is important enough to send via email

I feel we should be able to whittle down the information to me, my child, my child's school. Perhaps AI?

no

N/a

I have three kids in Wilco, in three different schools, Bethesda, TSMS & Sunmit. I'm usually in information overload between teacher newsletters, texts, principal communication, weekly emails etc. It can be really hard to keep up and know what's important.

While this isn't the platform to voice this, early releases should be on Fridays not Wednesdays. Working parents really struggle with a mid week change.

No

Nope

You do a great job!

N/A

No

I do not have social media. I believe that social media should just be used as a reminder/used in addition to a text or email, and not provide any new information.

Simplify the content. Rather than having a bunch of custom flyers, use bullet points to list events...the newsletter gets to be overwhelming.

N/A

Text with news link is my suggestion because they get to us faster

None

None

If buses are going to be late or replaced, we should have the ability to change dismissal after the 2pm cut off.

My biggest suggestion would be to make communication more streamlined and consistent across the district. There is a lot of good information being communicated, but at times it can come from so many different places that important information gets lost in the volume.

I would like to see a clearer distinction between information that requires immediate attention and information that is simply informational. A centralized calendar, fewer duplicate messages, consistent communication practices among schools, and a concise weekly summary of important dates, deadlines and action items would be very helpful.

The goal should not necessarily be more communication, but clearer, more organized communication that makes it easy for parents to quickly determine what they need to know and what action, if any, they need to take.

no

No

No

Id prefer only the news that pertains to high school or the community - dont need all the elementary & middle school updates

None

No

N/A

No

Nil

Not sure

Use remind or an app like that to communicate

None

no

No

No

No

Don’t double/triple up on communication. I get three methods of communication about the same information. Honestly, Texts and emails are great for changes in current plans, emails are good for communicating “weekly info”, and calls are good for broad spectrum brief announcements.

no

Bus drivers don't get all communication because we don't have a wcs.edu email address

No. I think the communication from the district has been good.

When communicating, especially regarding buses, mention the school if it's elementary or secondary schools. Helps parents with kids in both schools.

No

No

Would prefer text only not phone call, text it’s repetitive

Not at this time

We are bombarded by communications – – teachers, principal, weekly newsletter, PTO, fundraisers, grade level communications, etc. I don’t know how, if it’s even possible, or what a practical solution might look like, but an overall consolidation and reduction in communications would be helpful.

No

no

Less is better. Provide quarterly updates on security training and preparedness.

Sunday calls should only go out to one delivery method, not all 3 just because we opted in to all 3. Consolidate all PTO and school messages into one newsletter.

been good

No

Not sure. We are new to having an elementary student.

none

No

No

No

Nope. Y'all do a great job. Thanks for all you do.

No, you're doing a fantastic job!!!

Todo esta bien gracias

no

none

No, thank you.

You are doing a fantastic job!

More of a heads up when it comes to events and whats going on at the school and with our children.

Streamline the communications to just 2-3 forms so there is no redundancy.

Keep emails

I feel like communications as a parent are good… as an employee it's hit and miss. I feel lost sometimes and not sure if it's just because I'm still learning my way around on only my 2nd year. It seems like things are all out there but confusing on how to get to it or find information.

I think you do a great job

None

Cancel school earlier on bad weather days. 10 days are built in and if they're not used teachers aren't paid for their 10 days of free labor. Also prevents parents having to replan their day(s)

Yes, give parents a breakdown timeline or heads up of when cancellation of school or sports due to weather. For example, if we are on day 2 of an ice storm say, decisions will be made by a certain time.

No

No

Not at this time

Less is best

No

No

None

Nope.

no

They are right up to the mark. No complaints and suggestions.

There are too many communications in different places on different channels and not all in one place. Having some cohesiveness is key. Knowing where to look for the most reliable information is key.

No

No

No

No

If there was a way to have all communication through 1 single app - that would be AMAZING! I'm too busy with too many kids at different schools to have a bus app for this, a school dismissal manager for that. 1 app with appropriate tabs (PTO, Ticket sales for games, school cash, bus, schools dismissal manger, etc.). It's too many directions and everyone "gets lost in the sauce"!

No

No

More regular communication between teachers and parents - use of social media

I find the lack of communication from teachers to be concerning. Especially at the elementary level.

No

You guys are doing a GREAT job keeping me informed. Thank you!

If the bus is running late let us know asap

No

No

I feel all my school emails are excessive and so the emails normally get overlooked or I feel gave too much info in them/are too busy

I love the communicative teachers, schools and district we are associated with. The volume of emails can be overwhelming. I know the information is beneficial and I'd prefer less paragraphs & more bullet points.

Earlier notices in severe weather.

No

No

No

No

Only text messages for important items such as emergency alerts and school cancelations and occasionally the text messages to alert for a very important email but not overused so text messages are rare. Thank you for all you do!

None

respond sooner for snow days or any other days school needs to be canceled. Some departments start before 5 am. It would be beneficial for those employees to know before they travel to their school.

No

No

No

I didn't know an app existing. Communication mode also varies by what is being communicated.

No

None that I can think of.

N/A

No suggestion at this time.

None

No

no

No. It has been great

No

No

no

No

no

No

no

I would prefer a weekly update as opposed to daily

Not at this time.

I would prefer not to receive multiple communications on one specific topic. Either send an email, text or phone call but I don't need all of them. Also, no need to send a text just telling me to check my email.

Can skyward be updated?

No

No, I think it communicates well!

I work in corporate and I can say with incredible confidence that I would get a lot more value out of comms from the school if they simplified comms by using bullet points and tables. Bullet points are an excellent tool for explaining reasons why something is changing, new goals or actions to be taken. Try to limit bully points to under 5. Tables are excellent for organizing event details and expressing suspense dates. And my last rule of thumb, is that if a reader (parent) has to scroll more than twice to see all of the info, they are NOT reading it. Simplification is key to successful comms and we would appreciate clear and effective comms moving forward.

Sometimes communication sent to families is not also sent to staff members. Continuity in communication would be great. This lack of continuity could be from communication set up by individual schools.

No

NA

no

Too many, needs consolidation or frequency adjustment. Currently receiving - District, Principals(two schools), All teachers, then the various ad hoc for sports and buses. My recommendations would be quarterly for district, maybe monthly for principal, weekly for teachers.

For important immediate communication text is best! For information that can be read within a 48 hour window, email is best.

Direct communication from my school on app or anything other than email.

none

Stop calling us stakeholders we are parents. This is a school not a business. Thank you

No, the way you're communicating has been great!

no

Not really, no

No, I feel it is doing a good job.

no

Make decisions pertaining to inclement weather day as early as possible for families to coordinate. Many families are dual income and it is stressful to scramble last minute for childcare and transportation.

No

Reminder emails/texts of pertinent dates

Greater-- more socially aware curriculum.

I would prefer that employees know decisions before students and parents.

I would like text messages to go to both parents not one especially in emergency situations.

It's done well already

no

Don’t use X (twitter) to announce anything. No one uses it.

Parent Feedback: I prefer email for general information, texts for something urgent (particularly school-related stuff).
Employee Feedback: InFocus is great for stories around the district.

No

Your communication is excellent. I don’t see how it could improve.

No

Most of the communications to which I respond is from emails received from my child’s principal/school.

I also think there should be more communications celebrating the extra-ordinary successes of WCS students.

no

How to share pictures it seems selective.

no

Send email and text alert together

None at this time.

no

No

No

N/A

no

No

No

The problem right now there are too many emails saying the same thing. I understand it is to ensure all parents can receive the communication, in case they missed the first. But the PTO, Room Parent, and the principle are all sending out the same emails every week, so much duplication. I would rather have it be one email, summarizing the week and month, then there is a weekly email at the beginning reminding of everything, and then if parents miss it, then it is on them!

none

Not at this time

No, thanks for the hard work!

It’s all too much

Sooner notice on closures

No

No

Nope, communication is doing a good job

Bubble the most important items or those that need action to the top - blast those items through all modes of communication (it may just be me, but I think there was a lot of confusion and misses regarding the new bike/ebike requirements - the training, biker cards, etc)

No

It’s more that we get so much communication that I just want a place where it all lives. We get an email everyday for high school but I can’t find yesterday. Then I have to dig through and find it again

Reach out directly via email to the people that your message directly impacts. Communicate in a timely manner, not after the decision has already been made, and while you are already in the process of recalculating GPAs of seniors during college admissions. And if you state that you have a dispute process, actually have a dispute and review process. I’ve always loved Williamson County Schools since moving here in 2017. Last year last year‘s recalculation was beyond disappointing. And even more disappointing was the lack of understanding or support from Williamson County Schools regarding a significant drop in my seniors GPA after she transferred from a local private school that used a plus minus system. Your recalculation was not accurate or equal and you know it. You never should’ve recalculated GPAs of seniors last year.

Fewer emails

No

Don’t Text At 1:15 AM!!!!!!!!!

No

Would like to know more about athletics programs and leagues in the county and schools.

No

none

No

no

No thank you

No

Please send everything through one inbox/email address or have one place to log in to find notifications for each of the messages. I believe between WCS, Jordan, the teachers, school dismissal, lunch funding I have 6 different places or forms of communication regarding events.

No

no

no
I do really appreciate how soon you guys get the calendar out for the following year. It makes planning with work schedules easier.

No

N/A

An app such as parent square or another messaging app so middle school teachers can communicate with parents and students via text message.

No

No

None

No

None

NA

No

Be sure to include CTE child care parent group on safety, traffic, other pertinent issues that impact the high school where their child is in care. (I know these are rare communications)

no

No, you are doing a good job

no

No.

None

early communication in regard to weather delay/cancellation

More texts

N/A

School closure should announced a day before, not at 6 am in the morning.

whatsapp group may be a best option

No

no...always have the important info I need

not at this time

None

I think WCS does a great job at communicating through multiple methods

No

No

streamline the communications, make them into almost a bullet point style format - everyone gets multiple texts, emails, group me notifications, etc etc each day- it is too much, no one can retain all this information

I have always felt the county does a wonderful job communicating information such as snow days, late start days, etc with parents. As someone who moved from another district within the state, the communication from WCS exceeds the communication at our previous schools.

no

No

thank you for ALL you do for us!

No

No. The current methods have been effective.

You do a great job!

not at this time

None

no

None

Not at this time.

Not sure if this is the correct place to suggest, either we stop using stop finder or it gets improved dramatically.

N/A

I think there are too many/frequent communications. I'd like notifications to be limited to every so often for general information and across all channels available for high importance notifications without delay. As with anything, my phone is going off from general notifications so frequently, I just ignore WCS notifications. I'll miss something important because there's always something causing my email and phone to notify me and most often, its just not that pressing

Not at this time.

The communication has been great

No, but we appreciate you!!

It's a lot of info. I know you're doing your best to be succinct. It would help if action items, dates/times for events were bolded or highlighted. If there's a TLDR or BLUF that can be put right at the beginning of the message, that helps us sort out what is informationation versus requiring action or attention.

Nope

no

Not at this time

No

I don't have any additional information.

Thank you for keeping us well-informed!

N/A

no

NA

n/a

N/A

None

No

Provide main ideas in the InFocus blurbs, not teasers. Who has time to click on links only to find he information is not relevant to them?

No

No.

no

No

Not waiting till 5am to confirm inclement weather cancellations lol.

Not at this time.

Please continue to provide links instead of just QR codes. QR codes are difficult to use if you're viewing on your phone.

no

No. I think they do a good job.

Keep doing what you are doing....not too much, just right.

Perhaps make the phone call twice in case the phone call was not picked up the first time.

I'm very satisfied with the communication

None

Na

No

None

An email with the agenda for the board meeting sent out a few days before the meeting would be helpful. It is difficult to locate (maybe on purpose?) what will be discussed and items that may need to be noted by faculty are often missed until it is over. Maybe that is an email just to faculty and staff?

I am able to get a hold of my teacher pretty easily via email.

You all do a GREAT job!! I appreciate the multiple ways that you communicate (text, recorded call, email) because as a busy mom I can trust that I will get the info regardless of what I'm doing during my day!

Seems like WCS Communications Department is doing a good job of communicating district communications as of this time.

A more streamlined approach for all schools. Every school seems to communicate differently.

No

Bring SDM app

same as above

Too many text messages from principal to parent for every email.

Providing more notice for shcool closing due to inclement weather.

New parent of a WCS 3rd grader
We transferred from a private school. I will say as a new parent I have loved our school the communication the staff. But, I was disappointed not to receive any new student / new family information (email or by mail) just possibly explaining the apps to have downloaded or site you need set up. Also not knowing who to email on absent days birthday rules ect.. I felt as if I was constantly having to ask questions the first few weeks on something that could have easily been provided as a quick welcome new family email prior to school starting.

Keep doing what you are doing. It is clear and timely.

would be helpful if each high school website had all the necessary info/ links for that high school, events, tickets, etc. or links

No

Keep it simple. Texts are easy and immediate. “Go read this email” is enough to let me know there’s something new. Social media is fine for non-urgent stories but you can’t control when people will see them. We’re busy.

Communicate more as a reminder for School start and stop times and early dismissal and late starts what time that equates to for your school.

No

Most communicative org. that I've been a stakeholder to.

Everyone has different opinions on what they like and how they like to receive information. You all do a great job in pushing things out in multiple forms. I am sure that is harder to manage, but if you tried to consolidate down to minimal platforms you might have even fewer people paying attention. Your work is solid, good quality. Thank you!

We get multiple email messages, sometimes multiple in a given day from the school. I realize some of these are teachers and some are district wide.... but multiple emails a week tend to blur and easier to overlook. It seems many could be anticipated and sent in a single weekly email, as opposed to multiple emails each day. Please consider fewer emails. When you get multiple a day, and many may not apply to you, it can start to feel like spam.

NA

Is there a way for your news letters to be in sections? i.e. Athletics, School Spot Light, District info, etc?????

No

No

No

No. You are doing a good job right now.

no

not at this time

None

There are so many sources for communications across elementary school activities and scheduling. It would be tremendously helpful if those communications and schedules were aggregated into one location rather than spread out across various websites / newsletters.

Yes, please get the dates right. The last two output messages have had incorrect months or days listed.

No

no

I think communication is good.

no

We need to have better cellular access to service inside the building so that we can monitor text messages.

no

None.

no

No

No

Not at this time

Not that I can think of. I do appreciate the daily emails from Sarah Lamb and the weekly emails from teachers at Summit High School keeping us in the loop vs. relying on the kids passing the message along.

nope

Save phone calls for important messages only, such as school being delayed or closed, not for routine reminders.

the Communications Department is doing Great job :)

no

YOU ARE DOING A GREAT JOB COMMUNICATING!

No

no

I think the communications department is doing a fantastic job with keeping staff and community informed of what is going on in the school system.

Continue with important, high priority, messages being sent directly to devices.

too many emails. Have an option for "only want to be notified of important/emergency information". I do not even check or read the emails because most of it is fluff.

Not at this time.

I think the current system is pretty good.

One thing that I think would improve communications is for any time there is an evacuation of the building due to gas smell, smoke etc there is a notification for staff and then a standardized all clear sent out to all staff when it is clear. Sometimes if a school building is evacuated at the end of the day there is not an all clear sent out until the next morning right before school starts. It would be helpful for our safety if there was a system used for these situations for the whole school to receive communication in a way that compares to the way the district communicates snow days.

No

N/A

I don't know if this is a central WCS issue or a school to school decision, but there are too many apps. For one elementary student I have to download and keep track of Skyward, MySchoolBucks, the WCS app, StopFinder, SchoolDismissal, and an app that takes me directly to the month of school menus. While I'm obviously very capable of doing that, it seems like there could be a much more efficient way to manage communication, preferences, and settings. We moved mid-Kindergarten with my daughter and the school we moved from had one app that managed everything.

I also wanted to provide the feedback that MySchoolBucks has had significant legal challenges because of the junk fees associated with adding money to your student's account. They were sued, as I'm sure you're aware, in 2019 because of hidden/junk fees, paying out $18.25M to families impacted by junk fees between 2013-2019. Skyward offers a school lunch functionality that doesn't charge a $3.25 fee every time you fill it up.

N/a

When a parent emails someone in WCS, a response, or at least acknowledgment would be appropriate and appreciated. Parents may hold some valuable insight for improvement. The first step in solving a problem is identifying it.

No ways I know to improve. I do want to say I appreciate notice as soon as possible for school closures and prefer them the night before if at all possible. Just makes the mornings a little less hectic. Thank you!!

None

I think you all do a great job! Thanks for all you do everyday!

With three kids, I get sooo many emails, texts, and automated calls from the school system, principal, PTO, and teachers that I can't keep up with them all. At best, I skim them as they come in, but 15 page emails are simply not getting read thoroughly. Five minute long voicemails are not getting listened to. Text messages that just tell me to read an email receive an eye roll. I desperately need my school-related information streamlined.

Most Important and Time Sensitive information needs to be right up front and BOLD, not buried in some graphic a dozen items down. I don't need the principal's general comments about how great the kids are doing to fill the entire first page. I just don't have the time or attention to absorb it all.

Clearly tell me what I need to do and keep it short!

My primary concern is communication around curriculum changes and the opportunity to engage in conversation about this. I feel info on these meetings is buried in the newsletter. And if I am unable to attend (such as the public meeting today on family life curriculum), I would like to opportunity to hear the info/voice questions another way. I would appreciate a virtual option as well as clearer communication related to the results of these meetings.

Sarah Lamb, at Summit High School, texts and emails every single day. I feel like that is excessive. Because it’s every single day, I usually do not even check the email because it’s mostly the same information every time. Once a week would be good.

no

As an employee who tries to keep a good work, life balance and not check my work email outside of work after hours (unless absolutely necessary), I dislike getting texts telling me to check my email after work hours about things that are not time sensitive (i.e. the Gallup survey, etc.). If it is time sensitive, absolutely send a text, but getting a text telling you to check your email for important information can make me very concerned and fearful especially if I am not where I can check my WCS email.

NA

Short and sweet communications. We have multiple kids in WCS and are very busy. Let us know what is needed and thats it.

ALWAYS have closed captioning available for any videos.

Please continue to send emails and text messages for the most real time information!

No

N/A

Make it more clear how to enroll in text notifications per school. And make texts more clear which school they came from. I've got kids at 3 schools and it gets confusing.

Some schools athletics programs utilize Twitter and other social media platforms for communications. That is very challenging for families that do not allow their children to have social media. The school board should invest in a better platform that can be utilized by all schools and put a policy in place that prevents the use of social media platforms for communications.

No.

N/A

It's too much information - easy to get overwhelmed and not know what's actually the most important part to pay attention to.

I would like to be able to opt out of the phone calls and just get a text and email.

No

none

I think the current communication is great! Personally, I like the newsletter to see what's coming big picture, although this is what I check the least. The website is great for the school calendar, lunch menus, SACC portals...big picture items. The phone calls, emails, and texts are great for live up to date communication regarding closures, shelter in place, specific school info. While it's redundant, not everyone sees messages in the same form, so I personally love the repetition! The simple texts of "be sure to check your email about X" are also great reminders!

No

No.

no

More emails and text, highly encourage... for sure seeing more of those here at Heritage when comparing with Longview (Minimum communication). happy to see good communication happening here at Heritage, thank you.

We recently attended the meet the parent night at Indy & a few teachers directed the parents to review documents/information in schoology, however we (parents) don't have access to this platform. To our knowledge only the students have this access. Please open schoology to parents if there are items for us.

no

no

I think you all do a wonderful job. Thank you for keeping us informed--as an employee and a parent.

Nope, I think you guys do a great job!

Fewer notification. Only what's needed.

No

I feel like I receive plenty of communication

No

Every teacher, group, PTO, Team, etc.....sends so much email that many people (like myself and many others) don't read half of it. Why? It's overload and too damn much information. No joke, it's like having a second job trying to stay in touch. And when I went to school, guess, what, none of this crap happened and how did I turn out? Successful, wealthy and squared away. Maybe less is more. Think about it. IT's becoming SPAM.

You wanted input. There you go.

No

You all have a great team and are doing a wonderful job! Thank you!

Verify phone numbers as I am not receiving any text messages. I was not notified when Page High School went into lockdown last year

None that I can think of.

Really think you all do a nice job communicating. Sometimes over communicating becomes too much.

no - I appreciate the multiple ways you all use to communicate because it helps me not miss anything

No.

no

I love the text message feature! It's very helpful for busy parents who might miss an email.

No.

Doing a wonderful job!

It would be great if each school had a social media page, particularly Facebook and Instagram.

No

N/A

No

No

no

no

no

n/a

no

No

yes, don't only contact the guardian parent but also the other parent of the student. it's rediculous that that other parent is so many times left out of the communications. You've got the contact info for both, please use it.

NA

I prefer direct communication - I don't want to go to a separate website or app.

I think it's doing great!!

No

no

I think InFocus is really well done.
I also like the principals' newsletter each week on Sunday night (BMS) and Monday (BHS, though I would love a Sunday send so we have everything for the week).
I wonder about some sort of consolidation at the school level. For example, BHS sends daily school announcements. It's almost so many emails that I start to not open them once you factor in the weekly emails from every teacher.

No

Too many apps - wish it were more centralized. Each parent has skyward, myschool bucks, school cash online, stopfinder, school dismissal manager, group me for each child, phew. It is exhausting.

Put everything on an app

Text when there is an update.

No

n/a

no

is great

No

I'd prefer not to receive a text just to tell me to check my email.

None. I’m happy with communication efforts.

None

Keep communication in one centralized place, make it easier for parents! The amount of emails we get from teachers and then from each school and then from the district it is over whelming. If there was a central place where it was located and you could check and keep up with it all like an app it would be so much easier to manage and stay informed!

Getting 6 emails a week just isn’t sustainable, it’s hard to make sure you are reading them all in time and looking through your inbox. I think a text with a link to newsletter or message would be best. Or even a message system through the skyward app or an app. It would be most efficient and beneficial for parents if most things were communicated in one system and not several different systems. I want to know what is going on, I like receiving the information, I just think it needs to be utilized in one app.

Communication is great.

N/A

The communication is way too plentiful; it's overwhelming to the point of failure. There's so much that I cannot read it all.

N/A

We are impressed with your services.

Seems to me that the communication system is adequate if used correctly

None

none

No

Making school closing announcements sooner.

No

As far as snow days go , sooner communication would good. Sometimes we don’t know until very late the night before if there is school the next day. Or if it’s been 3 days of no school and we are waiting to find out if they are going day 4 or not and the call is late night. That’s so frustrating.

More individual control over which types of information go to which methods (email, text, etc.)

No

No paper

We are already getting all the communications from the news letter and emails

None

No you all do a great job.

continue to send in multiple forums

No

2 items related to transportation notices: 1) when the auto-callout is coming for a busing related notice, please differentiate the calling ID. If I am in the middle of a meeting and receive a phone call from WCS, I am going to step away and answer immediately. It is very frustrating when that call is simply the bus notice and not an emergency that requires my immediate attention. 2) for the texts, please work with your issuing company to better time the batching. Often, I will receive these text messages at 7 or 8 pm, notifying me that my child's bus will be late....which would have been helpful info before they were already home for the evening.

A push notification from Stopfinder when the bus changes or will be late would be my dream scenario for how to receive this information vs a phone call or a text that won't arrive until later.

Not at this time

No, things are communicated very clearly and in multiple ways. Thank you!

No

There are too many apps/websites to keep up with. Build all PTO/School Dismissal/Fundraiser pay/school bucks/test results/everything parents need in one central location with 1 login.

no

Text messages are very helpful.
Thank you for everything!

I think we have good Communication. Regular is Email important text emergents phone call.

Yes. Please consider implementing a consistent way for parents to communicate student absences due to illness, as well as submit doctors' notes, directly to individual schools. It would be especially helpful to have a dedicated, school-specific email address, such as AttendanceGrassland@wcs.edu or AttendanceFranklinHigh@wcs.edu, instead of relying on individual staff members whose roles or assignments may change from year to year. This would provide a more consistent and reliable process for families. Thank you!

IMHO, we need fewer communication tools, not more. Having too many channels of communication is stress-provoking for parents (and older students) as it adds to the invisible load many of us carry that increases with each additional piece of information we must evaluate/respond to that comes at us throughout the day. Our brains are not evolutionarily designed for this much information overload. For the instances where multiple forms of communication exist, it's essential that important details go through all channels so that a parent doesn't miss something key when they're not using an app or social media site, allowing them to self-select towards one, not many, channels sending them information. Thank you very much for your hard work and for considering our comments!

N/A

n/a

No

No, district comms is great.

No

No

no

Keep it brief

No

No

No. I feel I am properly kept up to date.

No

High-level summary of each school board meeting

Earlier the better especially when you have two working parents. I would also like to be made aware of situations going on more real time than 24 hours later. Situation earlier this week at Spring Station middle school I would have liked to know sooner.

no

no, it's pretty good actually.

None

no

Idk I think it’s fine… just like the app idea if that is a thing

no

Email fatigue

N/A

There is so much communication that I have officially shut down. I rarely read it, listen to it, or open it at this point. Can we streamline it? Especially from the middle school. How about once a week emails not ten a day?

All the options are nice, but I don't like feeling like I need to check 4-5 platforms for info. I'm afraid different things are communicated in different places and I will miss something.

It would be very useful if I could call a teacher directly to their number to inquire progress and questions about my child (his or her student). Instead of sending an email and hoping some day it would be responded.

I think it is good

I am satisfied.

email only, unless there is an inclement weather day

No

Consolidated communication, we receive so many emails!!

Yes but too many every day

no

n/a

n/a

No

no

none at this time.

No

No

None

No, I think it is effective.

it would be nice for everything to be more streamlined versus so many different sources that we currently have

Appreciate everything you do to keep parents informed!

no

I look forward to the Sunday afternoon call from Mill Creek Middle School's principal. Keep that up!

Sarah Lamb (Summit) sends a daily text and email. The text has nothing valuable except a note to see the email. And, since the emails are sent daily, there is rarely anything urgent included.
While I understand over communicating is sometimes needed, this regular/daily cadence dilutes any sense of value in the emails.
It would be more effective to send 2-3 emails per week with important/urgent information compared to the bombarding of communication with repetitive or low-impact items.

We receive emails from the teachers about incidents that occur involving our children. We reply to the emails quickly but it takes several days usually for them to respond. This is not a very helpful chain of communication since a lot time has already passed and the incident is in everyone's rear view mirror. In these cases, a phone call might be more helpful or more timely replies via Email.

N/A

No.

No

Dates for parent seminars, open houses, tests and more need to be shared MUCH earlier. I received word on a college financial seminar just one day before it was happening, not helpful.

No

Again, communication from transportation is lacking, including explanations of WHY bus routes are affected. I am tired of just being told “double route” when my student arrives home 30 minutes later than expected, or I find out was tardy to school because they didn’t make it to their classroom until 10-15 minutes after school started. There needs to be some real accountability for the WCS Transportation department.

None

You made a great job!

Be proactive in alerting about any school lock down or situation. We hear about these events on social media because WCS is always behind the 8-ball.

Prefer email, text and call strongly

not at this time

na

NO

No. All good

N/A

Not at this time

no

If we could have less apps for communications and updates. That would be ideal.

Communication is one of the biggest weaknesses across the district, and unfortunately, that lack of communication seems to carry over into individual schools, administration, and classrooms. Too often, parents are expected to already understand district policies, procedures, and changes without being given clear, timely, or meaningful information.

The recent Page High/Middle Meet the Teacher event is a good example. We were told that the district is moving toward greater use of textbooks and paper materials rather than relying primarily on Chromebooks. While I support this change, there has been very little communication explaining the shift. Families should not have to learn about significant changes like this informally or after the fact. The district AND school administration should clearly communicate what is changing, why it is changing, and how it will affect students and families.

The same issue exists at the school level. Even basic information can be unnecessarily difficult to find. School websites are often poorly organized, and parents have to dig through multiple menus to locate simple, essential information such as start and dismissal times, policies, procedures, and academic resources. Important information should be easy to find - not something parents have to hunt for.

More importantly, communication needs to be proactive rather than reactive. Parents should not have to repeatedly ask questions, track down multiple people, or piece together information from different sources just to understand what is happening with their child's education.

The district needs to make communication a priority. Families deserve consistent, transparent, timely, and accessible communication from the district and schools. Better communication would go a long way toward building trust and making parents feel

like informed partners in their children's education rather than people who are constantly trying to figure out what is going on.

no

No

The mobile app Skyward is very difficult to navigate. It is frustrating to use and does not offer a running aggregate grade for the children but rather is directly influenced by percentages that are difficult to understand.

Fewer links to click through to get the information. Just in the email text or the text message.

-

None

no

No

No

Nope, you all are crushing it! Keep up the good work!

no

I can't think of any

no thanks

CES - I receive a good amount of communication from this school. I feel informed.
Woodland - Too much communication. I receive daily emails stating the same thing as yesterday's email. I get texts and phone calls going over the same info in the emails.

Teachers would greatly benefit from a texting platform to reach parents easier as many folks don't check email with regularity. We are a texting society.

No

I feel like I am adequately informed when I have time to read through the resources available

none

My son is a 9th grader at Ravenwood High School, and I want to ensure he is fully supported in his studies at home.To help him prepare effectively, it would be incredibly beneficial to have visibility into the weekly class schedule or upcoming topics.
Knowing which chapters and concepts are being taught each week would allow me to better assist him with his preparation and reinforcement.
if this information is posted regularly on Schoology / Skyward, or if weekly updates could be shared with parents then it would be very helpful.

no

No

I would like to not get so many emails a day. Especially when nothing is different or has changed from the previous day.

None

Teachers should know things before the parents do. One emergency release day I found out from my husband, a parent, that we were releasing early and no one had told the teachers.

No. I feel pretty well informed.

Opt in or out of standard notifications.

Very good communication. I wouldn't change a thing.

No

The emails for teachers aren't actually listed on the school websites. Just a hyper link to automatically send a message. Which is not what I want to do every time. It would be helpful if the link itself showed the teachers' emails.

Also - when a teacher sends an email within the school system, it shows from donotreply@wcs.edu. Sometimes the teachers forget a signature line and you have no idea who it's from. This seems most common with gifted teachers and counselors. Even better - it would be nice if you could reply directly to the teachers email instead of a donotreply account.

Love the weather announcements on both text and phone call

Nope keep up the great work and continue to evolve and iterate

Engage with social media more than just the feel good stories.

nothing

No

no

No, I don't

Allow for parents to choose what communication channels they are subscribed to. I only want to receive emails for the regular communications.

The Friday afternoon emails from teachers and principals can get lost over the weekend, especially when you have children in different grade levels/schools. The last thing I am paying attention to is my email on a Friday night.

N/A

Communicate the evening before, when possible, about any weather-related school closures. Helps parents and staff plan accordingly.

No

No

No

N/A

n/a

If it is a large event please text so parents know what is going on in a faster manner

No

No

No

no

Bus is behind on sending live updates.

Keep them basic and to the point. Less is more and I'll actually read it.

no

None

None

No

Set comms as recurring on a specific date and time when possible

Wondering if the HS and MS teachers could send maybe a weekly email rather than a daily email..

No

no

No

None

No

Easy One: Please make the Subject line of each email list the school, and the teacher if relevant. I have 3 kids in 3 different schools and often get an email that I don't know which school it is from.
(i.e. Instead of Subject: Parent Night Thursday, try Subject: Page Middle Parent Night Thursday)

In General: WAY too many emails lead to parents not getting the important information they need. Each week I get an email from the principal, an email from the PTA, and an email from every teacher my children have. That's 21 emails minimum every week. And that doesn't even count emails about the bus, about sports, about activities, from room parents, etc... Last week alone I received 51 different school related emails.

Often, important things like a due date for a field trip payment are buried halfway down the email. Please have every email bullet and bold the most important information at the top. Then you can expand in more details below. (For example, the Creekside Otter Prints weekly email has unnecessary formatting/pictures and has you reading through "Sidenotes" and "In School News" before you scroll all the way down to important Picture Day information and deadlines.)

Seems like good communication…very happy with the communication last year and beginning this school year. Thanks!

Thank you for the fantastic job that the Comms Team have been doing.

Allow certain non-legal guardians (for example, a stepparent) to be listed as an official contact in Skyward. My sons' stepmother has extremely heavy involvement in their academics and athletics, so it is sometimes frustrating that she is not able to automatically receive direct communication from their schools and WCS.

No

I am satisfied at this point.

I have 52 apps and 47 emails to monitor between 3 kids at different schools in this county, give me a freaking break and simplify it all.

It has been a great system

No

N/a

No

No

I wish more of our basic docuemtns were offered indiffernt languages. It is difficult for families when they join our district. I don't feel confident in other "translator type apps" to communicate for us. I have taught in Texas and Colorada and basic documents were more avialable for families in their native language.

NA

One app for all comms!

Less emails and/or consolidate info to make less emails.

No

no. emails are best.

no

I love text short text communications to let me know there is an email I need to look at. My email is so full of junk I miss the few important communications without the texts

I don't use social media. That can not be the only communication used.

No

No

Increase communication with students

Keep up the amazing work!

If there were different settings or communication methods for informational messages and emergency messages, I would like that.

Whatsapp Channel / Group

No

None

Not at this time.

NA

No

Daily emails for announcements would be helpful to be found on the website instead of sent via email. With a specific link sent once a week via email where we can find the daily announcements.

no

na

No

No

no

I think y'all do a great job. Thank you

It feels like there are a lot of different places where communication happens. It'd be great to consolidate all information and communication to one location. If that's not possible, it'd be nice to even just have a pdf with a quick reference table that lists each comms channel and what communication is disseminated there.

Way too many communications between the district and school. Between my kids, I get at least 5 emails every day. Please Lord stop sending so many.

none

I like texts for short, need to know now messages such as school closures for weather or delayed busses. Email is great for specific messaging that requires more explanation about policies and procedures. The newletter is great for general things going on around the district. I appreciate the job you all do communicating. I may not always agree with every policy but I have never felt uninformed by the school district.

None

n/a

No

No

Please delay the Saturday morning email notifications about grades that arrive at 4am every Saturday, please.

Not at the district level but with children at 3 different schools the communication at Summit high school is not to par. The communication regularly lacks proper grammar and doesn't make sense. It definitely doesn't meet the WCS standards I experienced as a student or as a parent in other schools.

no

Let everyone choose how they want communication so they don't get calls and texts.

Always communicating changes in the most timely manner possible, especially school closures. School closures can't be helped at times, but communicating them in a timely manner gives parents, staff & students time to make alternative arrangements when necessary.

More communication for outsiders or insiders from teachers and even volunteers or students how we can improve communication!

no

If there is some kind of threat id like to now about it immediately rather than later.

No

no

Doing great! Very professional and to the point.

not that i can think of. sarah lamb does a wonderful job with her communication to the parents/guardians at summit high school

none

I think it works as is.

No

Stop with the daily teacher communications.

Less apps, websites, emails, etc. More streamlined, old-fashioned communication via text/phone call/email.

I think communication from WCS Transportation needs significant improvement. For one, we often receive emails stating that the bus will be “a few minutes late.” While a few minutes would certainly be understandable, the bus is often closer to 30 minutes late. More accurate communication about expected delays would be much more helpful for parents when making plans and coordinating transportation.

Additionally, when there is going to be a driver or route change for an extended period of time, parents should be notified in advance. Last year, for example, we received an email every morning and afternoon stating that our bus would be late. We eventually learned that the regular driver had undergone surgery and would be out for several weeks. If the absence was known in advance, why wasn’t that information communicated to parents at the beginning of the driver’s absence? Knowing that there would be a long-term change would have allowed families to make appropriate arrangements rather than receiving daily “late bus” notifications.

Overall, I think more timely, accurate, and proactive communication from WCS Transportation would make a significant difference for families.

As an employee having to communicate with parents daily it seems they are most responsive to text messages and phone calls. They tend to say they "didn't know" if it comes through email. Infocus or on the website. Hope that helps!

We get so many emails from school to teams, etc. it would be helpful to receive a text that simply states to look for an email. For example… a text might read “email re fall break schedule sent today”

N/a

none

No, I am happy with the communication.

No

N/A

No, I think the communication is very good. The only format that could be improved is Final Forms. The messages are easy. to miss in my inbox and they are not always delivered in a timely manner.

no

N/a

No

Top Notch team, doing great things.

None

Clear expectations on who communicates during certain situations involving parents. Better communication with non- school based staff that are impacted by early release notices. We do not currently get notified if we are not tied to a school location.

N/A

Contact families before posting online/app

No

N/A

Equipped buses throughout Williamson county in the different areas with a magnet sign on the buses that says now hiring drivers, aides with the phone number. When doing an all call to parents staff to start the calls or end the calls with now hiring in transportation for drivers.

I feel like I have always received info in a timely manner. I appreciate texts telling us to check email when it is an important announcement.

it's pretty good now

no

No

none

Longer form via email or InFocus newsletter, but time sensitive and short messages via text

No

NA

I would like the ability to adjust communications preferences

So far so good, I’m new here. Keep up the good work. Thank you for all you do.

No

None

Relaying the actual message over text not "check your email". Please don't post on social media about unexpected early dismissal before staff is notified.

None

No longer an issue because I only have one that remains in WCS, but in the past when I had three at three different schools, communication was poor about late buses often not identifying the school and bus route. Makes it really confusing and one time I thought it was my elementary students bus but it turned out to be MS and my young elementary schoolers came home to an empty house because I was at the school waiting to pick them up!
I also think Elementary, MS & HS need to be communicating with each other. It's ridiculous that they hold events (open house & promotion) are on the same nights/days.

The emails are great

No

No.

Daily e newsletters should distinguish what is new from the prior day version either by highlighting or having a section at the beginning with the new items. It seems like only 10% of newsletters have new info.

Less communication on things that aren't as urgent and important. The communication is so deleted that the important stuff is mixed alone and hard to find urgency for.

Less communication focused on most important topics related only to education.

Minimize text messages to only notify regarding important matters

No

No

No, they do a great job communicating with everyone.

No

No

NO

Why do we get a text, email and phone call on sundays? Can’t we just get one?

Communications are always great, balanced, and welcomed.

No

N/A

No

No

I think the communications dept. does a good job.

I think y'all are doing a fine job. This survey leads me to ask: who's complaining? 😁

no

I prefer more info in the body of a text

Too many emails saying the same thing! I am drowning in emails!

no

no

n/a

They do a great job!

No

We get weekly emails, then text messages after a phone call and voicemail. I prefer either just an email or a text message, but all three is a lot, especially when it's the same information.

I wish we can email teacher to skyward

none

None

Ask Carol to come out of retirement 😊

None

None

No

More Opportunities (like this) to weigh in our opinions - if they will actually be considered - BEFORE decisions are made/implemented. Having a consistent voice in our children's education would be a unique gift in a public school setting.

Not at this time.

No

n/a

No

Thankful for the phone calls for late starts or weather related latestarts or school closures.

Text message important and timely information for parents, email detailed items.

n.a

No

Not at this time

Short massage please because we receiving essay emails that we can't read it all

No

Please summarized all of the website, application and tool that we should use for a student.

No

consolidate more. Having the information is wonderful, but there are so many sources of communication, that it can be exhausting trying to keep track of it all and read through it.

No

No

No

Urgent matters that are school/student/district specific, text otherwise app and email are preferred

No

No

No

I would suggest creating generic email addresses for certain areas in the school.

Example: I should not have to remember who the attendance officer is and remember how they spell their name and personal email. Why not create an atttendance.tses@wcs.com, nurse.tses@wcs.edu email address that stays the same regardless of who is in the role from year to year.

no

No

no

No

Satisfied with current communication services.

NA

no

In the case of snow days, please call them at least the night before as you are able. Thank you!

I personally do not believe there is a need to received an email, a text, and a phone call for every announcement regarding the schools.

Stop trying to please everyone. More people are not getting communications because you try to spread it out 15 different ways. I have 1 child who is a senior and I don't know what is going on because I have info coming in throu multiple apps, Skyward, emails, texts, maybe a call once in a blue moon, survey genius, a special senior parents app, that does not cater to all kids... and if your a 1 child parent then you don't know what anyone is talking about and parents are too rude to take you under their wing.

The text message alerting me that you sent an email is tedious with two kids

no

Yes. I've worked on/helped develop many sizable, user friendly, websites, email campaigns and apps. I would leverage the website for parents - 1 place to see it all. There are so many apps it is easy to overlook something. From the kids' standpoint there is little visibility into what they are actually doing/learning. Some assignments are on paper, some online...it is very difficult to help your student if you cannot view their lessons or submissions to provide support and feedback. Very frustrating.

I think the way it currently is handled is fine.

No

None

n/a

Keep it simple, the more complex the more info that goes missed.

I think communication is great!

n/a

No

I think you do a fantastic job! Thank you for asking.

Can emails be streamlined? Receiving 10 per day from the principal is quite excessive.

I'm not sure

Ensure all level employees reveive information

We receive WAY TOO MUCH information as parents. Much of it is repeated in every newsletter, other parts are for items that seemingly could be sent just to the targeted audience that would be most impacted, and other parts are just not critical. Parents are inundated with information from multiple sources from all parts of their kids' lives, and it would be so helpful if the school district found a way to make their newsletters much, much more efficient and streamlined so we can reduce the workload of administrative management. I appreciate the desire to communicate, but it seems that there could be a lot of filtering, rationalizing, and streamlining that could be done here.

The ways you are communicating are good. Sometimes need more details and specifics in communication. Otherwise, great job!

no

The text reminders are very helpful, especially for the early release days and weather updates. I would like an easier place to find curriculum specifics before they happen or at the start of the year. I think I saw an overall email once but there isn't a central place I know of where I can go to easily access a comprehensive listing by subject of books or topics. Maybe there is but with lunchroom money loading, PTO sites, IXL, SDM, Skyward, InFocus, yearbook ordering site, field trip fee site, we have a lot of places to go and remember where to go outside of weekly emails. Don't get me wrong, you guys don't lack communicating, it's likely a location problem for me. Thank you for all you do to get us information!

I do NOT enjoy talking points. Some teachers use, others don't. Messages come from a random number. I'd rather a consistent sender for info that's actually relevant & useful. Newsletters should only be sent once per week - NOT 2x every week (CHS) - it's too much! Especially with kids in multiple schools. Thanks.

No

No

Bring back paper forms.

If there is a shelter in place at a school it would be good to get a text so you know asap.

District communications is a wide array of content. As a parent, question #2 is overly generalized. Certain communications I'd like as a text (i.e. snow day, lock downs), other content (WCS general content) I'd rather see in emails. Urgent and time-bound content is appreciated via text.

no

NA

no

The communication is great

none

No suggestion

Williamson County schools are the best. I like the way communication is shared across phone calls and emails.

Yes! Have Ross Lyons at Centennial High School use his big boy words and act like an adult when an adult is trying to communicate with him.

No

N/A

None

I wish there was one centralized app instead of email, text, bus app, pbis app, school dismissal app, various websites, my school bucks, skyward, schoology, school cash online, sports pass, smores, wcs app, various Facebook groups, team calendar, band app, group me, final forms, and whatever else I am forgetting. It's just too many places and hard to stay afloat. If you could just simplify everything into one location and obviously text and email for emergencies, important issues, or personalized communications.

None. Things are good.

No

I like it so far, but prefer text. email, or
Phone call over all other forms

Only text the important stuff! I'm so tired of getting texts about fundraisers and other non essential stuff. And stop texting that you emailed! It all becomes white noise at some point, which makes it a lot easier to ignore and then we miss something that really is important.