

Responsiveness

If PUSD were to make changes around our responsiveness, what improvements should be made that would have the greatest impact?

1. District needs to be responsive to school sites
2. Things just take too long (implementation of anything!)
 - a. E.g.: facilities//bond money available when District needs to follow up timely, check in, provide updates...have expectations and timeframes
3. Have protocols for communication
 - a. Let parents know where to go
4. Use more videos using parents to provide instruction on how to navigate PUSD
5. PUSD must help parents feel safe about sharing concern and provide access on homework to report a complaint
6. Leadership must embrace these values
7. Ensure accuracy of info in communications
 - a. Parents have received conflicting/inconsistent info on the same topic
8. Teachers check “spam” folder
9. Improve ways to filter email
10. Improve distribution methodology and timeliness of info
 - a. Don’t send info via kids
11. Improve accessibility of website. Online content must be up to date.
12. Front desk (full time) (district & school)
13. Document and distribute the organization chart (including contact info)
14. 1 person to identify/resolve issues
 - a. Be responsible for following up
15. High academic students in a safe and effective environment
16. Systems in place and widely communicated
 - a. Protocols
 - i. Call people back!