CARES Spotlight on Rosa Palacios
Executive Assistant to the Superintendent

Rosa Palacios has worked for Austin ISD for more than 21 years. After working at a campus for five years, Ms. Palacios accepted a position at central office in 2003 in the Office of Planning and Community Relations – what is now DCCE. She has served in many roles, all of them showcasing her strong interpersonal skills and exceptional customer service abilities.

Rosa is the “go-to” person for everything. If you have a question about who to contact, call Rosa. If you are frustrated and need someone to talk you off of the ledge, call Rosa. Whether it is the way she answers the phone or how she greets visitors in the office, Rosa has a calming effect about her that leaves those with whom she interacts feeling like they have been heard.

As the Executive Assistant to Dr. Cruz, customer service is first and foremost on her mind. Ms. Palacios is mindful of the fact that she not only represents herself in these interactions, but the Superintendent and the district as a whole. It is important to her that, even when she is not able to give the customer what they are asking, that they leave feeling that they have been treated fairly. This goes a long way in building relationships with all district customers.

Ms. Palacios’ philosophy regarding customer service is to treat every customer the way she would like to be treated. Working in the Superintendent’s Office provides her with multiple opportunities to demonstrate this with a multitude of customers. Rosa acknowledges that each interaction may be the first and last for the customer and strives to make each interaction a positive one.

Admitting that not all customer interactions are positive, Ms. Palacios is pleasantly surprised when a customer contacts her to let her know that he or she received the help they needed and were appreciative of the assistance they received. These comments are what help her stay positive and focused on providing exceptional service.

Rosa’s favorite customer service-related quote is by Maya Angelou, “People will forget what you said. People will forget what you did. But they will never forget how you made them feel.”

Thank you, Rosa, for setting the example for all of us!
AISD Cares Book of the Month

Culturize: to cultivate a community of learners by behaving in a kind, caring, honest and compassionate manner in order to challenge and inspire each member of the school community to become more than they ever thought possible.

Jimmy Casas uses stories throughout his book to help readers understand and identify with various situations. He focuses on four key principles for leadership and building culture: (be a) Champion for All Students; Expect Excellence; Carry the Banner; and (be a) Merchant of Hope. Rather than dwell on what is wrong, Mr. Casas discusses realistic and actionable steps to help us build relationships and culture with kids, families, staff and community members. Regardless of your current position, everything you do matters. Students depend on us to bring out greatness in them. This book has valuable lessons that can make each of us better at what we do and continue to build a strong, positive organizational culture at AISD. All means all!

QUOTE OF THE MONTH

“Loyalty is about creating value, building a strong relationship, developing trust, having an understanding of their businesses, knowing their wants and needs, making them feel special, letting them know you appreciate them – and much more.”

Shep Hyken, New York Times Bestselling Author

Did you know that there are more than 96 languages spoken in schools throughout Austin ISD? This means that we may have customers whose first language is not English. To assist you in better communicating with multilingual customers, the Language Line is available for telephonic interpretation. For questions about access to Language Line, contact the Office of Translation and Interpretation at (512) 414-4581 or translation@austinisd.org.
On January 28, the district launched Let’s Talk! This communication platform is being piloted in two departments: Human Capital and Finance (payroll-related offices). In the first three weeks of implementation, more than 100 dialogues have been received. This streamlined process has helped AISD successfully provide exceptional customer service to staff. Look for Let’s Talk! to roll out to more departments in the near future.

If you have any questions related to Human Capital or Payroll, visit the link below and get started today!

https://www.austinisd.org/hr/customer-service/lets-talk

CARES CUSTOMER SERVICE AUDITS

The CARES Team has been conducting campus customer service audits all school year. Each campus, audited once per semester, receives feedback regarding staff training records, awareness of customer service standards, staff interactions and aesthetics, security, signage and communication tools. Campuses are rated and feedback is shared with principals.

In January 2019, central office departments were added to the audit schedule. The central office audit, like the campus audit, will review compliance in the areas listed above in addition to looking at frequently requested forms, web presence, and workflow. Auditing campuses and central office departments for customer service compliance will help the district continue to move toward being parent’s first choice for education.
VIDEO AND CONFERENCE CALL ETIQUETTE

As we move to the New HQ, old ways of conducting business will fade away. One change that may occur is an increase in the number of meetings held via video or conference call. Conducting more meetings by conference call. In order to conduct an efficient meeting by phone, here are a few things to remember.

**Video Conferencing**

- Test the equipment and the connection
- Allow a few minutes for call set up (as host)
- Be properly equipped with headset that has a microphone
- Be sure camera is properly positioned
- Dress professionally
- Limit multitasking by turning off notifications, closing or minimizing running applications, and muting cell phones

**Conference Calls**

- Confirm call in number is correct
- Remove any jewelry or other items that may click against the handset or mouthpiece while speaking
- Identify yourself when speaking and be specific about whom you are addressing
- Disable any call waiting features before dialing
- Minimize background noises and limit multitasking
- Do not use the “hold” button while on a conference call
- Disconnect if you need to leave the call and rejoin when you can

*Adapted from The Do’s and Don’ts of Video Conferencing by Kevin McMahon*


Taking these recommendations into consideration prior to your next tele- or video-conference will result in an efficient and productive meeting.
CONGRATULATIONS!!!
November, December and January 2019
RAVE Winners

The following employees were nominated for providing outstanding customer service by ensuring an exceptional customer experience is had by those with whom they came into contact. If you would like to recognize a colleague who exemplifies the highest level of customer service in all interactions, please complete a nomination form at https://www.austinisd.org/hr/customer-service/rave.

Victorio Aguilera - M/V Mech III, Saegert Trans. Center
Rebecca Allen - Testing Sp. 2, CAC
David Andersen- Systems Integration Mgr., MIS
Elissa Arrellano - Nurse Asst., Wooten ES
Angela Bailey- SEL Specialist, CAC - SEL
Kathy Batista - Clerk III, Crockett HS
Lalla Beachum- Principal, Mills ES
Melvin Bedford - Asst. Principal, LBJ Comprehensive HS
Brooke Braddock- Teacher, Pease ES
Amanda Brantley - Principal, Patton ES
Lorina Cantu- Data Proc. Asst., ALC
Gustavo Castaneda- Sp. Ed. TA, Pillow ES
Evangelina Cerda - Adm. Asst. I, CAC-Finace
Harolyn Collins - Adm. Asst., Gus Garcia YMLA
Linda Coronado - Housekeeping Supervisor, Service Center Housekeeping

Deric Dartez-Santos- Clerk III, Mills ES
Erica De Los Santos- Tech. Coach, Southfield
Christine Deines - Teacher, Brentwood ES
Arleth Dela Cruz - Budget Specialist, CAC - SEL
Justo Diaz-Rivera - Custodian 1, Gus Garcia YMLA
Martha Doolittle- Sr. Research Assoc., CAC - Office of Program Evaluation
Anastasia Drabicky - Sr. Communication Sp., DCCE
Lakesha Drinks - Principal, Guerrero-Thompson ES
Maria Duran Terrazas- Custodian, CAC
Paige Edwards - Dance Teacher, LBJ/LASA
Vanessa Estrada - Data Proc. Asst. II, Austin HS
Diane Ewing - Guidance Secretary, Small MS
Valerie Fernandez - Accountant Asst., Finance
Elizabeth Flores - Prof. Specialist, Office of Innovation & Development
Angela Fragemen - Asst. Principal, Patton ES
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<thead>
<tr>
<th>Name</th>
<th>Role/Position</th>
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<tr>
<td>Alejandro Galaviz-Banda</td>
<td>Bus Driver, Transportation</td>
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<td>Elizabeth Galindo</td>
<td>Teacher Asst., Oak Hill ES</td>
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<td>Angel Garcia</td>
<td>Clerk V, District Police</td>
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<td>Linda Garcia</td>
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<td>Alejandro Garcia</td>
<td>History Teacher, Bowie HS</td>
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<td>Rick Garner</td>
<td>Principal, Blackshear ES</td>
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<td>Jordan Glover</td>
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<td>Anthony Gomez</td>
<td>Reproductive Equip. Operator, Eastside Memorial</td>
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<td>Edwin Griffin</td>
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<td>Exec. Director of Transportation, Transportation</td>
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<td>Patrick Harboure</td>
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<td>Stephanie Harris</td>
<td>Austin HS - Teacher, Austin HS</td>
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<td>Drew Harvick</td>
<td>Teacher, Blazier ES</td>
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<td>Joseph Hausley</td>
<td>Custodian 1, Gus Garcia YMLA</td>
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<td>Lisa Henry</td>
<td>Budget Analyst, CTE</td>
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<td>Jeff Herbert</td>
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<td>Adrian Hernandez</td>
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<td>Vincent Hernandez</td>
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<td>Scott Holland</td>
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<td>Tammy Hopkins</td>
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<td>Mike Hromcik</td>
<td>Plumber III, Service Center Bldg &amp; Grounds</td>
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<td>Alfred Ibarra</td>
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<td>Ronda Jones</td>
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<td>Vanessa Kelly</td>
<td>Speech Pathology, CAC</td>
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<td>Kristina Kern</td>
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<td>Malika Khendek</td>
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<td>Mary Kiffe</td>
<td>Adm. Asst. II, Bedichek MS</td>
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<td>Katelyn Kitchens</td>
<td>Montessori Specialist, Winn ES</td>
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<td>Tiffany Knudtson</td>
<td>Communication Sp., CAC-DCCE</td>
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<td>Martha Ladyman</td>
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<td>Christina Lavalliere</td>
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<td>Ana Lee</td>
<td>Instructional Coach, Oak Springs ES</td>
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<td>Amanda Leyendecker</td>
<td>Child Care Worker, Lee ES</td>
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<td>Janie Long</td>
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<td>Roxane Lopez</td>
<td>Counselor, Kealing MS</td>
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<td>Gina Lovelace</td>
<td>Adm. Asst. III, CAC - Learning Support Service</td>
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<td>Graciela Luna</td>
<td>Custodian 1, Gus Garcia YMLA</td>
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<td>Delia Macias</td>
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<td>Karen Marshall</td>
<td>Teacher, Brentwood ES</td>
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<td>Patty Martin</td>
<td>Temp-Admin., CAC</td>
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CUSTOMER-FOCUSED • ACTION-ORIENTED • RESPONSIVE • EMPATHETIC • SERVICE-DRIVEN

Raquel Martinez - Data Processing Asst. II, LBJ ECHS
Cory Matheny - Asst. Principal, Clayton ES
Brian Mc Laughlin - Locksmith/Hardware Repair, Service Center Bldg & Grounds
Melody McIntosh- Instructional Coordinator, Sp. Ed.
Veronica Mendoza - Payroll Specialist III, CAC - Finance
Deanna Mercer - Temp Classified, CAC-Construction Mgmt.
Sandra Merriweather - Teacher, Pease ES
Cathleen Montague-McNelis - Accounting Tech 1, Murchison MS
Saron Morales- Benefits & Leave Tech. II, Benefits
Mario Moreno - M/V Mech III, Saegert Bus Terminal
Anita Muscarella- Sr. Procurement Specialist, Purchasing
Christina Nelson - Librarian, Library Media Center
Mary Newton - Teacher, Murchison MS
Alex Nichols- Teacher, Pease ES
Jacqueline Nolan- Accounting Tech. 1, Finance
Terry Olson - Treasury Asst., CAC-Finance
Dyanne Ornelas- Adm. Sup., CAC - Accountability
Paul Perez - Asst. Director, CAC-Student Services
Brian Perkins - Custodian Crew Leader, Gus Garcia YMLA
Dianna Pierson- Nurse Hill ES,
Taylor Raley - Teacher, Casis ES
Evelyn Ramirez - Counselor, Langford ES
Norma Ramos- Clerk IV, Austin HS
Yoandra Ramos-Tachin- Bus Driver, Nelson Field
Eva Reynoso-Gonzales- Asst. Director, CAC - Finance
Rosalio Rodriguez- Building Operator III, Service Center Bldg & Grounds
Jason Romero - Transition Facilitator, ALC
Ruben Ruiz - Web Master, MIS
Yezzenia Salinas- Teacher, Sanchez ES
Carla Scott - Accounts Payable Supervisor, CAC-Finance
Daryl Seagrave - Sr. Police Officer, AISD Police
Mary Serff - LSSP, Sp. Ed. Eval. Services
Michael Shackelford- Social Science Teacher, O. Henry MS
Lola Shores - Transition Facilitator, ALC
Clare Smith- Counselor, Bowie HS
Coletta Smith - Bus Driver, Nelson Field Utility Budget
Jill Smith - Teacher, Small MS
Rebecca Smootz - Teacher, Small MS
Tracy Spinner- Director, Health Services
Alan Stevens- Teacher, Boone ES
Emily Stewart - Counselor, Brentwood ES
Nancy Sticklen - Nurse, SHS
Amanda Strassburg- Dance Teacher, O. Henry MS
Cheryl Styskal - Asst. Principal, Patton ES
Cheryl Swanson- Literacy Coach, Casis ES
Larry Taylor - Plumber III, Service Center Bldg & Grounds
Michael Taylor - EV Head Custodian, Gus Garcia YMLA
Arnold Tello- Mail Tech., Mail Room
Doug Temple- Librarian, Pease ES
Thank you for all you do!