



(Pictured above: Marie Vasquez, Administrative Assistant, her grandson, and Jennifer Hernandez, Parent Support Specialist)

CARES SPOTLIGHT

AISD CARES Newsletter

Building relationships.

Strengthening communities.

CARES Spotlight on Zavala Elementary School. It's a Family Affair – Biological and School!

by James Alexander, CS Specialist

One of the favorite parts of my role is traveling around the District to various campuses and meeting the amazing people that make up Austin ISD. Recently, I had the opportunity to visit with the front office staff at Zavala Elementary School, led by Principal Jose Mejia. During our conversation I learned of their amazing history and knew I had to share it with you. Jennifer Hernandez and Marie Vasquez are the superheroes that greet visitors at Zavala with a warm and friendly smile.

Ms. Hernandez, Parent Support Specialist, has worked at Zavala for the last 12 years. During that time, Jennifer's three children and several

of her cousins have attended Zavala. She originally felt she would be ready to leave Zavala when her kids moved on to middle school, but she fell in love with the energy and comfort of the school and decided to stay.

Ms. Vasquez, Administrative Assistant, has worked at Zavala for more than 20 years and the school has been a big part of her family. Her grandfather, Pedro Montoya, was a student at Zavala when it first opened in 1936. Marie's Dad was also a student in the 1950's. In the 1970's, Marie, her brother, Rudy, and her sister, Stephanie, all attended Zavala. Her brother, Rudy Montoya, went on to be an AISD School Board Member. In the 1990's, Marie's 3 children attended Zavala. This year,

her grandson started school at Zavala making it five generations to attend the school and he has over 100 relatives that have attended Zavala as well! She is excited that her grandson is walking down the same hallways that her grandfather once did back in the 1930's. Ms. Vasquez says there are many families like hers who have multiple generations that have attended Zavala. They have a saying, "Once a Zavala Mustang, Always a Zavala Mustang." ¡Viva Zavala!

We are sure there are many other stories across the District like this one and we'd love to hear yours. Please send your interesting stories and/or history of your campus to aisdcares@austinisd.org with the subject line, NEWSLETTER SUBMISSION.

CARES Audits

The CARES Team has been conducting campus customer service audits all semester. Each campus will be audited twice each school year. These audits review staff training records, awareness of customer service standards, main office staff interactions and aesthetics, security, signage and communication tools. Campuses are rated using a rubric that was shared with campus principals. After each audit the principal receives a memo that contains areas of strength, opportunities for growth and specific feedback, the audit form and tools for support.

Beginning January 2019, central office departments will be 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.



LET'S TALK!

As we continue our work toward building positive relationships and improving organizational culture, the district has added a communication platform, Let's Talk!, to streamline communication with all customers.

Let's Talk! is a communication platform designed to facilitate streamlined, two-way communication between the district and students, families, community members and staff. This tool will help build stronger relationships between the district and our customers by making access available to anyone 24 hours a day, 7 days a week.

There are several benefits of implementing this platform: (1) offers a single point-of-contact for customers by department or topic; (2) frees up staff resources because inquiries are going to one person instead of multiple staff; (3) more timely responses; (4) allows departments to track possible issues; and (5) enables administrators to make data-informed decisions based on communication received.

Knowing that we cannot provide exceptional customer service when we ourselves don't receive it, we are piloting Let's Talk! in Human Capital and Payroll in January 2019. More information to come.

CARES TIP OF THE MONTH

We all know how hectic the holiday season can be. Let's not forget that we, too, are customers. Here are just a few things to remember when working with peers.

- Greet people as you pass
 - Be patient
 - Know your stuff
 - Be open and honest
 - Be respectful
 - Build rapport
 - Be flexible
 - Be accountable
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RECOMMENDED RESPONSE TIMES – PHONE AND EMAIL

Did you know that the district has a standard for responding to phone calls and email? The reason for this is to set expectations for customers and to hold ourselves accountable by ensuring that we follow these standards. The standard is as follows:

Phone 24-hour reply

Email 48-hour reply

Please note that even if you don't know the answer, it is appropriate to call or email the customer within the timeframe to let them know that you are still working on getting the information and provide an anticipated date of resolution.



CONGRATULATIONS!!!

October 2018 RAVE Winners

The following employees were nominated in October 2018 for providing outstanding customer service by ensuring an exceptional customer experience is had by those with whom they come 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 www.austinisd.org/customer-service/rave.

Bonnie Baker – Admin. Asst. III, Network McCallum HS

Janette Barlow – Food Service Mgr. II, Barrington ES

Edward Botello – AC Mech. III, Service Center Bldg & Grounds

Noemi Castillo – Accounting Tech III, CAC-Finance

Jennifer Covington – Support Specialist, CAC-Dyslexia/504 Program

Guillermo De Leon – Help Desk Sp. IV, Customer Support Serv.

Arleth DelaCruz – Budget Specialist, Social Emotional Learning

Sheri Donovan – Literacy Coach, Pease ES

Aracely Dovalina – Student System Sup. II, MIS

Carye Edleman – Asst. Tech. Specialist, Sp.Ed. - CAC

Amanda Fredrick – Procurement Specialist - Purchasing

Yolanda Frometa – Sub. Teacher, Dobie

Nancy Garcia – Data Proc. Asst. II, Crockett HS

Roy Garcia – Custodial Crew Leader, Service Center/ Housekeeping

Lou Ann Garza - Clerk IV, Reilly ES

David Gomez – Bldg. Operator II, Service Center Bldg & Grounds

Alfred Gonzales – Electronics Tech. III, Service Center Bldg & Grounds

Amy Gonzales – Principal, Clayton ES

Herman Gonzales – Pest Control Tech., Service Center

Wendell Gums – Truck Driver IV, Central Warehouse

Karen Haines– Childcare Worker, Pease ES

Lydia Hernandez – TA, Webb Primary School

Scott Holland – Building Operator III, Service Center Bldg & Grounds

Trish Jarrott – Asst. Director, Talent Acquisition & Dev.

Aaron Jones – Bldg. Operator I, Service Center Bldg & Grounds

Frances Jones – Childcare Worker, Pease ES

Sheri Karol – Accounting IV, CAC-Finance

Katherine Kolander – Counselor, Pease ES

Cindy Little – 1st Grade Teacher, Patton ES

Tony White – Truck Driver IV, Central Warehouse

Charlie Loehr – Electronics Foreman, Service Center Bldg & Grounds

Melissa Williamson – Teacher/Reading, Murchison MS

Julie Maroney – Childcare Worker, Pease ES

Ivory Wright – Instructional Coach, Norman ES

Howard Martin – Tech. Coach, Integrated Technology

Stella Mata – Tutor, Pease ES

Shelley May – Tech. Coach, Integrated Technology

Judy McCarver – Student Worker, LBJ Early College HS

Jackie Nolan – Accounting Tech I, CAC-Finance

Irma Olea – Food Prod. Specialist, Covington MS

Dyanne Ornelas – Adm. Supervisor, Accountability

Gilbert Ortiz, Jr. – Truck Driver IV, Central Warehouse

Kathy Pulido – Clerk V, Science - CAC

Angela Quiroz – Childcare Worker, Pease ES

Aleksandar Rancovic-- AC Mech. III, Service Center Bldg & Grounds

Craig Reiswig – Desktop Analyst, Customer Support Serv.

Brenda Richmond – Director-MIS, Management Info. System

Mike Rios – Asst. Director, Transportation

Juanita Rivera – Childcare Worker, Pease ES

Denise Rodriguez – Clerk IV, Webb Primary School

Kelly Spears – 3rd Grade Teacher, Patton ES

Andrea Strong – 3rd Grade Teacher, Patton ES

Izela Thomas – Registrar IV, Lanier HS

Jennifer Tijerina – Admin. Asst. II, English-CAC

Alan Tinsman – Field Tech. II, Customer Support Service

Angela Truett – Accounting Tech III, CAC-Finance



AISD CARES Team

Beverly Reeves, Administrative Supervisor

James Alexander, Customer Service Specialist

Leti Benavides, Administrative Assistant

Contact Information

aisdcares@austinisd.org | 512-414-2473