

AISD CARES NEWSLETTER

BUILDING RELATIONSHIPS STRENGTHENING COMMUNITIES

SEPTEMBER/OCTOBER 2019

WELCOME BACK!

Austin ISD is back in session! We have had a few weeks to get settled in to a nice routine and look forward to a successful school year.

WHAT IS AISD CARES?

AISD CARES is an acronym created to illustrate the district's promise of exceptional customer

experiences through staff being: Customer-Focused, Action-Oriented, Responsive, Empathetic, and Service-Driven. These core principles guide us as we become more intentional in developing schools and buildings that are welcoming to all students, families and others.

The district also developed customer service standards that set expectations that, when

followed, will ensure that customers leave having had an exceptional experience. Click [here](#) to get a copy of the Austin ISD Customer Service Standards.

WHAT IS NATIONAL CUSTOMER SERVICE WEEK?

Established in 1984 and proclaimed a national event by the U.S. Congress in 1992, National Customer Service Week is celebrated during the first week of October.

National Customer Service Week, October 7 – 11, celebrates the outstanding work of staff and the important role customer service plays in ensuring students, families, community members and our peers have an incredible customer experience. In Austin ISD, that means we want to use this week to show employee appreciation and promote our focus on enhancing climate and culture.

Be sure to help us celebrate National Customer Service Week next week!

CARES CUSTOMER SERVICE TIP

To be successful in providing an exceptional experience for customers, we first must provide each other what is needed to be successful in our jobs. Remember the following tips to build rapport and create a culture of exceptional customer service:

- Be knowledgeable
- Be patient
- Be respectful and professional
- Be flexible
- Be accountable

**“COMMUNICATION
and TRUST are two
main ingredients for a
successful RELATIONSHIP.”**
- Unknown

SHOUT OUTS!

The 2018-2019 school year was the first year that campuses received a CARES score. This score is made up of mystery calls, audits and campus walkthroughs. We want to take this opportunity to celebrate a few campuses that are **CARES Campus Champions**.

We had two campuses that made perfect scores on at least one of the three mystery calls. **Bryker Woods Elementary**, led by Principal Kristina Muehling, was one of them. The caller noted that the receptionist was, "was friendly and spoke in a professional tone." One of the important characteristics of the call was a genuine interest that came across on the phone. The AISD employee was enthusiastic and professional. They were also knowledgeable and did a great job differentiating their school from others in the area. They were able to effectively communicate what was needed for the students to transfer and invited the family to come tour the campus. Congratulations Bryker Woods!



McCallum High School was the second campus to score 100 points on a mystery call. Crystal Harmon handled the call with enthusiastic professionalism. She provided information about the student body, documents needed to register and all important lunch details. The caller stated that Crystal was, "very helpful and welcoming." A selling point for this interaction was Crystal's offer to schedule a campus tour. Principal Brandi Hosack has a great team at McCallum and Crystal is just one of many shining stars!

Representing the Travis Vertical Team, **Rodriguez Elementary** was one of the top scorers on the CARES Audit. Each campus is rated in the areas of awareness, main office/security, signage, website and communication. When visiting this campus, you are immediately greeted by an extremely friendly front office staff which sets the tone for an exceptional experience. Positive interactions between teachers and students were observed in the hallways and student work is displayed throughout facility. The bulletin board showing where staff members attended college is also a great touch. Congratulations to Principal Monica Mills and her team on setting a high bar for exceptional customer service!



When you walk into **Sunset Valley Elementary**, one of the first things you see are the motivational quotes posted throughout the building alongside the student work. The welcoming environment set by the decor and the friendly staff make families want to enroll their students at this campus. Focusing on safety, staff were diligent in asking for identification to ensure that everyone in the building should be there. Congratulations to Team Sunset Valley.

The campus that scored the highest overall in all areas....Drumroll, please... Baranoff Elementary School!

Congratulations to Principal Beth Cantu and the entire Baranoff Elementary team for achieving the highest overall Cx Score for the 2018-19 school year. Baranoff achieved consistently good scores across all audits and phone shops. They did not have any scores below 75%. The staff were very friendly and they have great student work throughout the building. The facility was also amazingly clean during each audit visit. Way to go Team Baranoff!



CREATING A POSITIVE CAMPUS CULTURE FOR PARENT ENGAGEMENT

Studies show that parent engagement is critical to student success and creating a welcoming school environments creates the foundation for making families feel comfortable in their child's school. Engaged families are involved in their student's education and comfortable collaborating with teachers and administrators.

In order to encourage family engagement, we must let families know they are welcome. The first few weeks of school are critical in establishing positive relationships. Here are a few ways that campuses can support parent engagement and help families know, "All Are Welcome."

- **Communicate:** Communication is key! Consistent communication lets parents know they are welcome and wanted as partners in their child's education.
- **Front Office:** This is the first stop for all who enter the building. Remember that staff behind the front desk serve as campus ambassadors. Be sure that staff are trained and support the welcoming environment created on your campus.
- Be sure all parents know how to get into the building, especially since doors are locked during the school day
- Ensure signs are posted in multiple languages



MAKING GREAT FIRST IMPRESSIONS THE FIRST FEW WEEKS OF SCHOOL

It's that time of year again! We only get one chance to make a first impression with students and that first day of school be an exceptional experience for everyone. Here are a few suggestions to help get your first day off to a great start.

- **Smile:** Great your students on the way in with a big smile and enthusiasm. Many students, especially the younger ones, are nervous on the first day. Help put them at ease with a friendly face so they are excited about the day.
- **Make Contact with Parents Early:** Make it a priority to contact each student's parents during the first week of school. Building a trusting relationship early that is focused on their child's best interest goes a long way to setting up a successful school year. Building those relationships early on also makes it easier to discuss any potential issues that may arise during the year.
- **Set Expectations:** Make sure your students are aware of your expectations and be consistent in how you apply them to all of your students. You may not get every student to like you, and that's okay, but by being consistent with all students, you can get them to respect you.
- **It's a New Year for Everyone:** Everyone deserves a fresh start. Don't get caught up in rumors or gossip about how a particular student, or class, behaved last year. Take the time to get to know your students and develop your own opinion and strategies for them. Personality conflicts happen. Don't let that potentially set a student up for failure when all they really need is the guidance and direction that only you can provide them.

We encourage you to all utilize these helpful hints to get off to an exceptional start to the new school year. Please send us your ideas to make the beginning of the year go great. Email us at aisdcares@austinisd.org. Here's to an exceptional 2019-2020 school year!

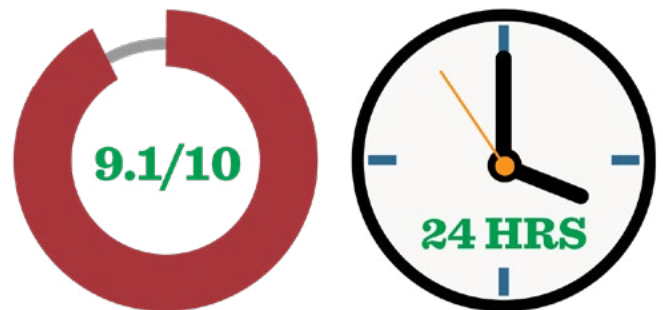


LET'S TALK: WE'RE LISTENING!

Let's Talk!, the communications platform that the district has been using since late January 2019, continues to be an effective tool for both staff and customers. Since our last update, we have added Medicaid, Contracts & Procurement, and Risk Management. In mid-September, Transportation, Nutrition and Food Services and Athletics will also be activated. The goal is to have all central office departments online by the end of the calendar year.



TOP 5 INTEREST AREAS



AVERAGE CUSTOMER RATING AND RESPONSE TIME

HAVE QUESTIONS OR CONCERNS? REACH OUT TO US ON LET'S TALK!

[HTTPS://WWW.AUSTINISD.ORG/HR/CUSTOMER-SERVICE/LETS-TALK](https://www.austinisd.org/hr/customer-service/lets-talk)



CONGRATULATIONS!!!

Summer 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>.

Ban Al Baghdadadi	SFCE	Sheila Dunn	Gifted and Talent
Damacio Alvarado	Service Center	Katy Escandell	Core Curriculum
Monica Alvizo	Patton ES	Dee Freidman	Menchaca ES
Elisa Barnes	Menchaca ES	Herbert Galvez	Performing Arts Center
Kathyuska Batista	Crockett HS	Ruth Garcia	Austin HS
Lori Baugh	DCCE	Amanda Gilroy	Food Service
Denise Berry	Clayton ES	Herman Gonzales	Service Center Bldg & Grounds
Ginger Blanchon	TAD	Yari Gonzales	HR Services
Chris Borthwick	Campus District/Accountability	Diane Grodek	Food Service
Lydia Bothwell	Leadership Academy	Matthew Grosso	Construction Management
John Byrd	Service Center	Danny Hanna	Service Center Bldg & Grounds
Irene Campos	Early Childhood	Jeff Hartmann	Service Center Bldg & Grounds
Gwen Canning	Student Services	Stephanie Hawkins	Benefits Office
Virginia Chapa	MIS	Roseanna Hernandez	Blazier ES
Linda Coronado	Service Center	Lori Huey	Williams ES
Christie Costa	South Bus Terminal	Alfredo Ibarra	Wooten ES
Eddie Curran	HR Services	Lynette Jackson	Nelson Field/Utility Budget

Brett King	Network Support Services	Cody Raeth	MIS
Clayton Lefner	Service Center Bldg & Grounds	Melissa Robichaud	MIS
Mei Lu	Finance	Dayci Rodriguez	Northeast ECHS
Laura Luddy	Austin HS	Larry Taylor	Service Center Bldg & Grounds
Cory Matheny	Clayton ES	Matt Tiffiee	Legal Services
Arthur Mendez	Service Center Bldg & Grounds	Monica Torrez	Finance
Jesse Mendoza	Saegert Transportation Center	Anita Uresti	Core Curriculum
Raul Molina	Service Center Bldg & Grounds	Angelica Vallejo	Williams ES
Amy Montelongo	Talent AcqUisition & Dev.	Jesus Vazquez	Service Center Bldg & Grounds
Samuel Nizigiyimana	Multilingual Education	Stephen Waldrop	Service Center Bldg & Grounds
Jackie Nolan	Finance	Cheryl White	Boone ES
Ramon Noyola Sanchez	Service Center Bldg & Grounds	Angelica Williams	HR Services
Ray Paiz	Service Center Bldg & Grounds	Melissa Williamson	Murchison MS
Paul Perez	Student Services	Pam Zapata	Clayton ES
Kim Pierce	Police Dept.		

Thank you for all you do!

AISD CARES TEAM

*Darla Caughey, Administrative Supervisor
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Leti Benavides, Administrative Assistant*

CONTACT INFORMATION

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