



# CARES Keeps our AISD Family Connected Making AISD a Place to Learn, Work, Thrive

CARES Activity Summary Fall 2018 to Fall 2020

Dana Minney, MS

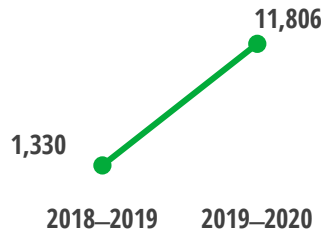
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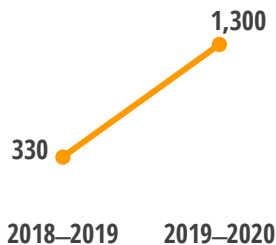
## Answering Questions, Offering Solutions



CARES responded to 11,806 Let's Talk! dialogues in 2019–2020.



## Employee Appreciation



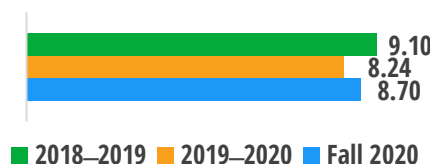
CARES awarded RAVEs to 1,300 AISD employees.



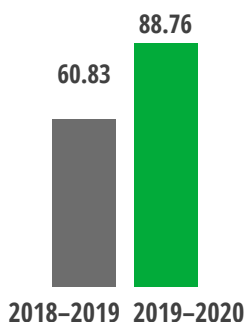
## Consistent, Relational, Customer Service



CARES Let's Talk! feedback overall average 8.60 out of 10.00 since 2018.



## Campus Customer Service Scores Higher



Overall campus customer service audit results up 46% in 2019–2020.



### What Does CARES Stand For?

#### CUSTOMER-FOCUSED

- AISD's 5-year strategic plan included improving treatment of staff, students and families.

#### ACTION-ORIENTED

- delivered over twice as many staff trainings in 2019–2020.

#### RESPONSIVE

- innovated new services due to transition to at-home learning in March, 2020.

#### EMPATHETIC

- provided unwavering support to AISD community throughout the many challenges of 2020.

#### SERVICE-DRIVEN

- worked to better serve and support front office staff, who serve so many.

For more information contact  
AISD CARES  
[www.austinisd.org/hr/customer-service](http://www.austinisd.org/hr/customer-service)