



SNAPSHOT
September – December 2014

CATEGORY	COUNT
Heat	366
Information	211
District Employee	123
Safety/Security	121
Transcript	96
Pupil Records	72
Class Placement	64
Enrollment	61
Other	60
Bullying	47
Heads Up	46
Discipline	29
Health	28
Curriculum	27
Special Education/504	27
Facilities	17
Student Progress	16
Transportation	16
Athletics/Activities	13
Class Size	12
Attendance/SARB	11
Layoffs	10
Boundary	7
Human Resources	7
Sexual Harassment	7
Grade	5
Charter	4
Dress Code	4
Budget	2
Correspondence	2
Fees	2
Graduation	2
P&A/SIP	2
Grade Change	1
Layoffs/Reassignments	1
Records	1
Stay Away Notice	1
Title IX	1
TOTAL NUMBER	1,522

*Placement
& Appeal*

Concerns/Inquires

All inquiries and concerns received by the Quality Assurance Office (QAO) are listed by category. The total number processed for September – December 2014 was 1,522. Of these, there are 48 concerns in an “open” status; 39 (82%) of those were received in November/December.

The duration required to resolve concerns varies and depends on the complexity of the issue and the response time from the site or department; the majority are handled within one to two days.

Trends

- **HEAT** – The heat wave in September locally caused concerns for health and safety. The District’s implementation of unprecedented minimum days due to the heat wave also prompted some concerns for parents.
- **DISTRICT EMPLOYEE** – Some parents reported difficulty in working with the teachers and/or administration when trying to resolve issues at the school sites. The District this year implemented professional development in customer service and creating a welcoming school environment for administrative support staff and it is anticipated that this ongoing training will be helpful in improving the communications with families at our school sites.
- **SAFETY/SECURITY and HEALTH** – Many of these concerns were related to the heat wave and specific health conditions.
- **CLASS PLACEMENT** – The majority of concerns expressed in the first quarter were regarded class placement. This was in part due to changes in staffing procedures for the opening of school in September 2014, which temporarily caused larger class sizes and more movement.
- **BULLYING and DISCIPLINE** – Many of the concerns regarding bullying overlapped with discipline; parents are feeling that the bullying is not properly addressed because the discipline was not what it should be (either too much or too little, depending on which side was reporting).
- **CURRICULUM** – The implementation of Common Core State Standards (CCSS) and specifically the Mathematics Pathways have caused concern for parents.