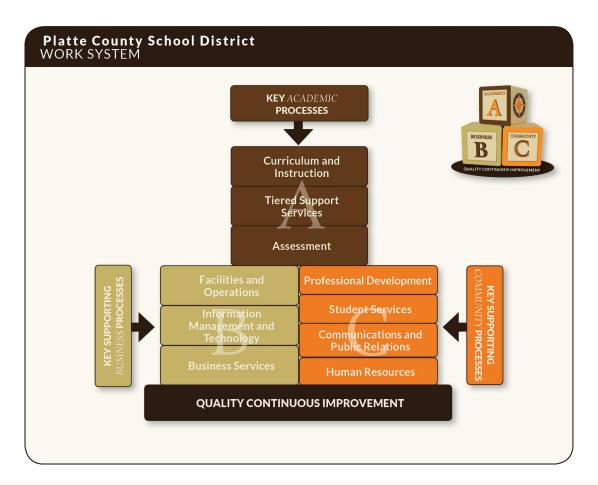


# **KEY PROCESS UPDATE**

Communications & Public Relations Program **July 2024** 

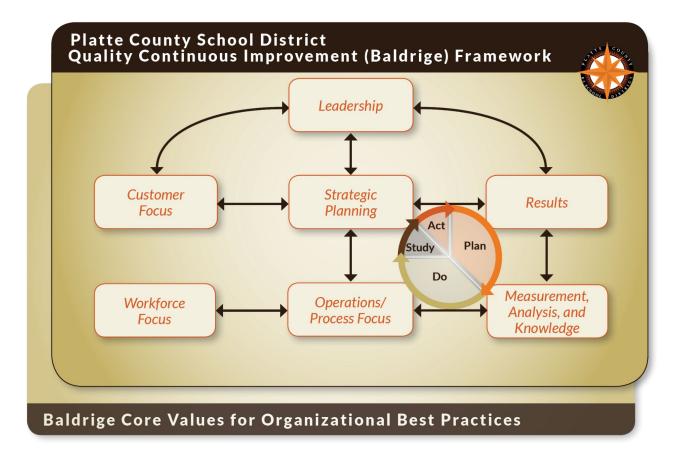


## **WORK SYSTEM**





# **QCI FRAMEWORK**





### **LEADERSHIP**

- Director of Communications
- Superintendent's Cabinet
- Admin Council
- Building Communications Team Members
- Community Engagement Team

The purpose

of the PCR-3 comprehensive communication program is to ensure a systematic approach to managing effective communication, thus empowering stakeholder involvement, commitment, partnership, and support for student learning.



## **CUSTOMER FOCUS**

	Stakeholder Requirements Survey 2021 & 2016 (conducted every 5 years)							
	Identify the FIVE greatest challenges or issues the school district has to address over the next five years.							
	2021 2016							
1	Hire, retain, and develop quality educators	Hire, retain, and develop quality educators						
2	Meet the individual educational needs of ALL students	Class sizes						
3	Ensure safety to all students and staff	Keep current with technology needs						
4	Keep current with technology needs	Ensure safety to all students and staff						
5	Class sizes	Keep curriculum current and up-to-date						
	What are the most important skills and abilities	s students need to know or be able to do						
	to be prepared for a suc	ccessful future?						
	2021	2016						
1	Mastery of communication skills to include writing, speaking, presentation public speaking and listening	Mastery of communication skills to include writing, speaking, presentation/public speaking and listening						
2	Ability to be a creative and critical thinker to solve problems	Mastery of core subjects (reading, mathematics, science and social studies)						
3	Ability to organize, prioritize, set both short and long term goals	Ability to be a creative and critical thinker to solve problems						
4	Exhibit positive character traits such as drive, determination, integrity, responsibility, pride, etc.	Ability to organize, prioritize, set both short and long term goals						
5	Mastery of core subjects (reading, mathematics, science & social studies)	Exhibit positive character traits such as drive, determination, integrity, responsibility, pride, etc.						



# **CUSTOMER FOCUS**

	Stakeholder Requirements Survey 2021 & 2016 (conducted every 5 years)							
	What evidence do you use to evaluate the quality of education in our school district?							
	2021	2016						
1	Quality and effectiveness of teachers	Quality and effectiveness of teachers						
2	High expectations for curriculum and instruction	High expectations for curriculum and instruction						
3	Attitudes and perceptions of community members, staff members, students, and graduates/alumni	Comparison to other schools/districts						
4	Comparison to other schools/districts	Attitudes and perceptions of community members, staff members, students, and graduates/alumni						
5	Class sizes	Class sizes						
	What should the financial priorities be for our school district during the next five years?							
	What should the illiancial pholitics be for our sc	Thoof district during the next rive years:						
	2021	2016						
1								
1 2	2021 Attract and retain quality staff by providing competitive salaries	2016						
	Attract and retain quality staff by providing competitive salaries and benefits	2016  Maintain manageable class sizes  Attract and retain quality staff by providing competitive						
2	Attract and retain quality staff by providing competitive salaries and benefits  Maintain manageable class sizes	2016  Maintain manageable class sizes  Attract and retain quality staff by providing competitive salaries and benefits						
2	2021 Attract and retain quality staff by providing competitive salaries and benefits Maintain manageable class sizes Maintain up-to-date technology	2016  Maintain manageable class sizes  Attract and retain quality staff by providing competitive salaries and benefits  Maintain up-to-date technology						



### **Parent Survey**

I am satisfied with the communication provided by the school district.							
Cycle	Responses	Top Level(s) Percent	Neutral Percent	Bottom Level(s) Percent	Survey Performance Index (SPI)		
2019-20	1148	70.56%	23.43%	6.01%	388.85		
2020-21	1102	70.41%	21.60%	7.99%	384.93		
2021-22	1035	68.41%	24.64%	6.96%	383.19		
2022-23	974	73.10%	22.38%	4.51%	393.94		
2023-24	570	67%	22%	10%	370.18		

Where do you get your information about the District?							
2019-20 2020-21 2021-22 2022-23 2023-24							
Website	44.67%	44.09%	42.61%	38.59%	36%		
e-Treasures	74.65%	75.27%	76.46%	75.93%	76%		
Staff	30.07%	27.18%	30.16%	30.60%	34%		
Building/Principal Newsletters	39.51%	46.73%	41.83%	47.72%	48%		
Social Media	71.24%	66.64%	64.49%	67.12%	65%		



### • Student Survey

Where do you get your information about the District?							
2019-20 2020-21 2021-22 2022-23 2023-24							
Website	66.26%	68.54%	58.24%	56.51%	52%		
Teachers/Staff	66.45%	68.24%	65.66%	68.64%	61%		
School Announcements or Broadcasts	57.18%	57.82%	61.95%	58.15%	53%		
Remind or text message from school	35.87%	36.17%	32.64%	34.90%	38%		
Social Media (Facebook, Twitter, Instagram combined)	56.41%	43.08%	45.17%	41.85%	40%		



### Classified & Certified Staff Survey

Classified: I am satisfied with the communication provided by the school district.							
Cycle	Responses	Top Level(s) Percent	Neutral Percent	Bottom Level(s) Percent	Survey Performance Index (SPI)		
2019-20	123	82.92%	13.82%	3.25%	410.57		
2020-21	87	74.61%	16.09%	9.2%	389.66		
2021-22	84	70.24%	19.05%	10.71%	373.81		
2022-23	100	81.00%	11.00%	2.00%	393.00		
2023-24	60	57%	25%	18%	340.00		

Certified: I am satisfied with the communication provided by the school district.							
Cycle	Responses	Top Level(s) Percent	Neutral Percent	Bottom Level(s) Percent	Survey Performance Index (SPI)		
2019-20	253	85.78%	10.67%	3.2%	405.53		
2020-21	199	77.89%	9.55%	12.56%	383.92		
2021-22	206	76.7%	7.77%	15.53%	384.95		
2022-23	258	83.72%	11.24%	5.04%	401.55		
2023-24	139	71%	18%	11%	373.38		



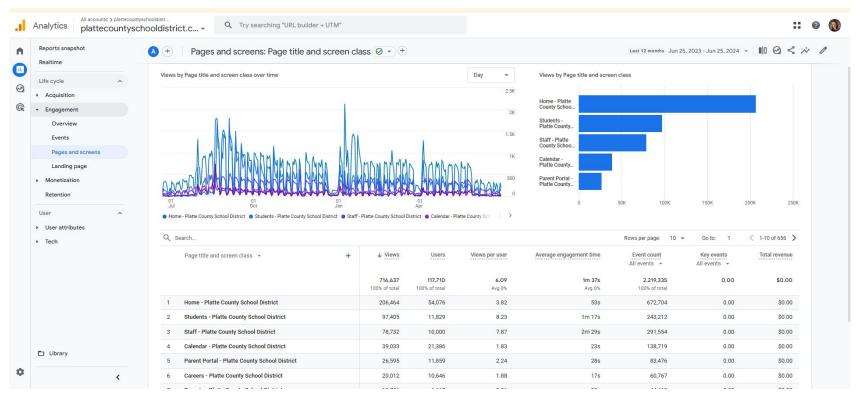
### Classified & Certified Staff Survey

Classified: I find the information included in Details from the DEC to be informative.							
Cycle	Responses	Top Level(s) Percent	Neutral Percent	Bottom Level(s) Percent	Survey Performance Index (SPI)		
2019-20	124	91.94%	6.45	1.61%	420.97		
2020-21	89	88.77%	11.24%	0.00%	422.47		
2021-22	84	84.52%	13.10%	2.38%	409.24		
2022-23	98	90.81%	8.16%	1.02%	422.45		
2023-24	60	79%	20%	2%	393.33		

Certified: I find the information included in Details from the DEC to be informative.							
Cycle	Responses	Top Level(s) Percent	Neutral Percent	Bottom Level(s) Percent	Survey Performance Index (SPI)		
2019-20	254	93.71	5.51%	0.79%	420.08		
2020-21	199	87.94%	10.55%	1.51%	410.05		
2021-22	207	87.92%	8.70%	3.38%	409.66		
2022-23	257	91.44%	8.17%	0.39%	417.51		
2023-24	139	89%	8%	3%	407.91		

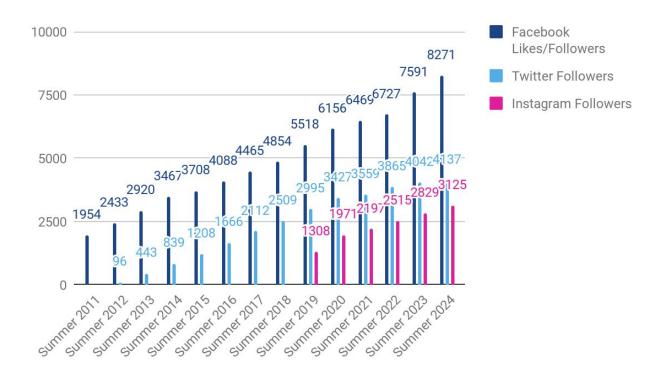


#### Website Statistics

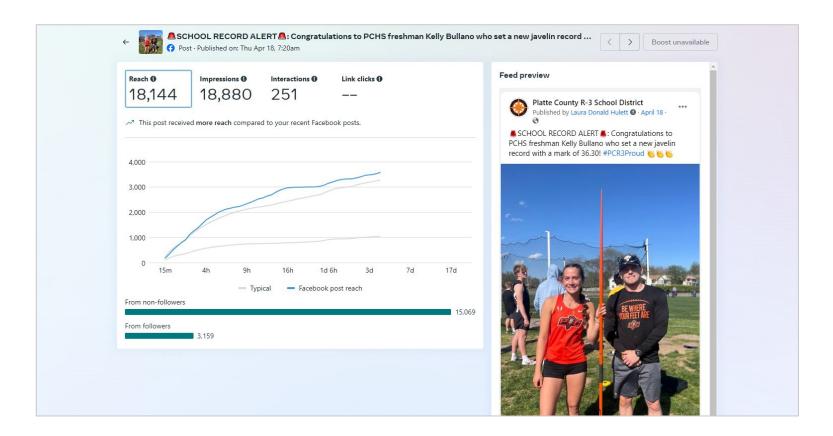




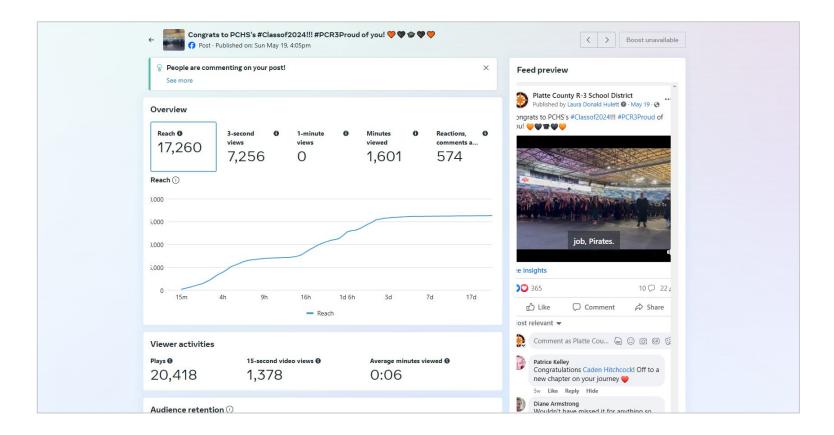
#### Social Media



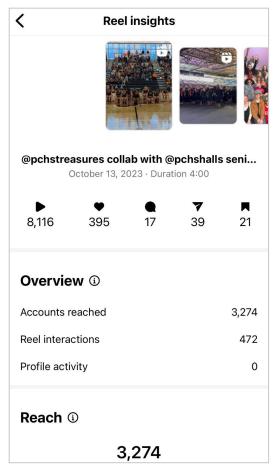


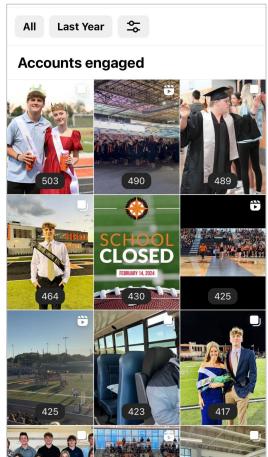










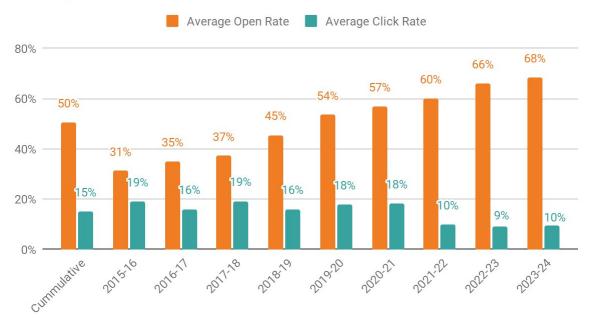






E-Communication Open and Click Rates - Family/Community Newsletter

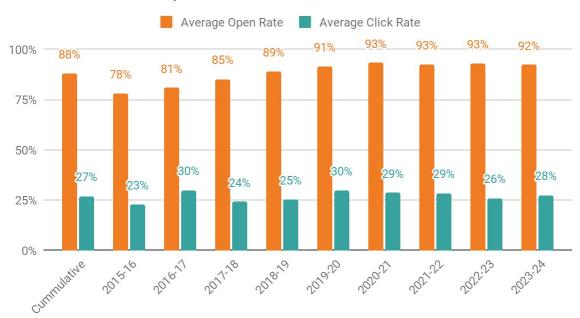
Family/Community Newsletter Open & Click Rates





• E-Communication Open and Click Rates - Staff Newsletter

#### Staff Newsletter Open & Click Rates





#### Goals/Actions/Improvements 2023-24

- Streamline internal and external communication to increase effectiveness
  - Continue to build and enhance District brand, reputation, consistency
  - Provide communication strategy and professional development to district-, building-, and teacher-level staff
- Provide effective community engagement and involvement processes
  - Develop communication and training for all stakeholders around PowerSchool Student Information System
  - Develop and implement effective stakeholder feedback plan using Thought Exchange and other feedback mechanisms
  - Continue community engagement efforts aligned to stakeholder requirements
  - Continue customer service/welcoming environment efforts
  - Build and maintain partnerships with business leaders, community leaders, and alumni

### C<sub>3</sub> CSIP Goal:

The Platte County School District will improve internal and external communication, involvement, and partnership



#### Goals for 2024-25

- Enhance and streamline internal and external communication to increase communication effectiveness and support District's improvement efforts
- Improve school-to-home communication and understanding regarding individual student academic progress
- Engage community through two-way feedback processes, Community Advisory, parent/family education, etc.



- Action Items for 2024-25
  - Enhance and streamline internal and external communication to increase effectiveness and support the District's improvement efforts
    - Provide communication strategy and professional development to district-, building-, and teacher-level staff
      - Develop specific Communication Plans around CSIP action items with building and department leaders
      - Work with activities department to deploy best practices in communication and streamline mediums for communication
      - Continue to share Smore Best PRactices with building and teaching staff
    - Focused efforts to develop and deploy communication plans for the District's 2025-30
       Strategic Plan Update and the potential April 2025 No Tax Increase Bond Issue



- Action Items for 2024-25
  - Engage community through two-way feedback processes, Community Advisory, parent/family education, etc.
    - Revise stakeholder feedback plan using Thought Exchange and other feedback mechanisms (focus groups, How are We Doing link, etc.)
    - Deploy Stakeholder Requirements Survey and use to inform Strategic Plan Update
    - Continue community engagement efforts aligned to stakeholder requirements (character education and leadership program, Parent IgNIGHTs, Community Advisory)
  - Improve school-to-home academic communication and understanding
    - Develop improved guide and supporting materials for utilizing PowerSchool Parent Portal and Canvas Observer accounts
    - Work with building administrators and teaching staff on ways to improve family communication



# **QUESTIONS?**

