

Exchange Summary

Martha Mann, The School District of Osceola County Florida
October 5, 2023

3. What is one idea on how the school district could better communicate with you?



PARTICIPATION

Breakdown of Participation



380
Participants



265
Thoughts



6,698
Ratings



WORDCLOUD
Top Rated





THOUGHTS

Key Thoughts



The departments talk to each other before pushing things out to schools Overlaps of meetings, events and visits.

4.4  (37 )

Ranked #1 of 265

Transparency providing rationale behind decision making Understanding the why is important to embracing the idea

4.3  (37 )

Ranked #2 of 265

Visit campuses and meet with employees, have 1:1 conversations, walk in their shoes and understand the daily routine (positives and negatives)

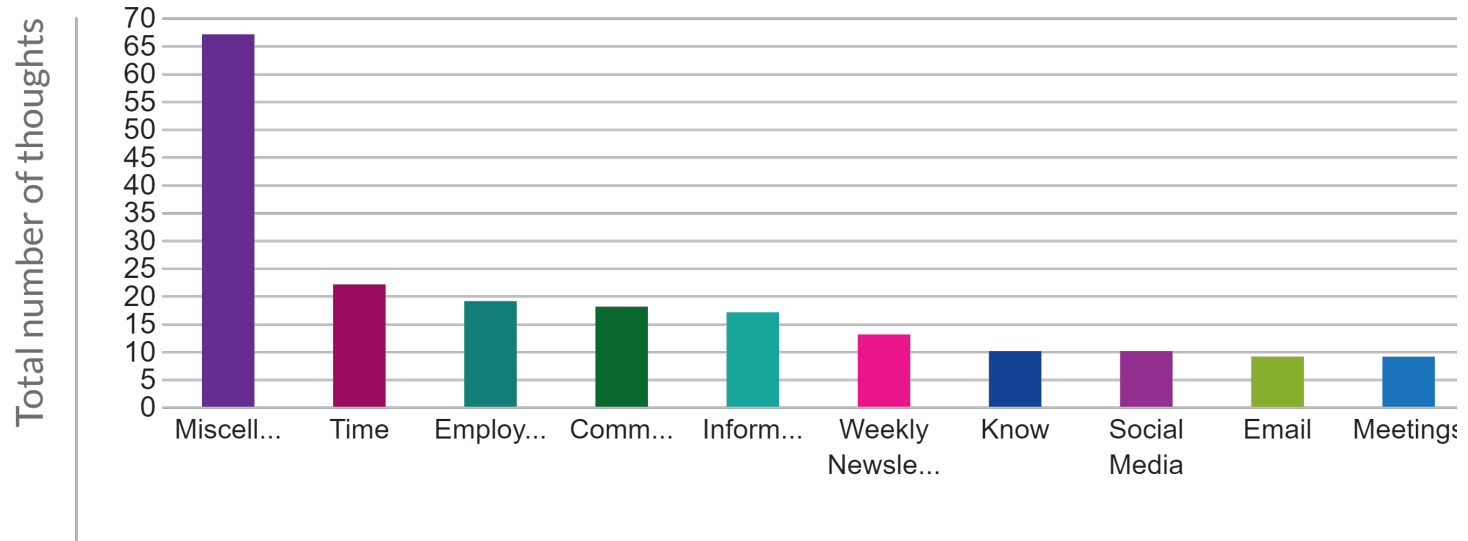
4.3  (36 )

Ranked #3 of 265



KEYWORD THEMES

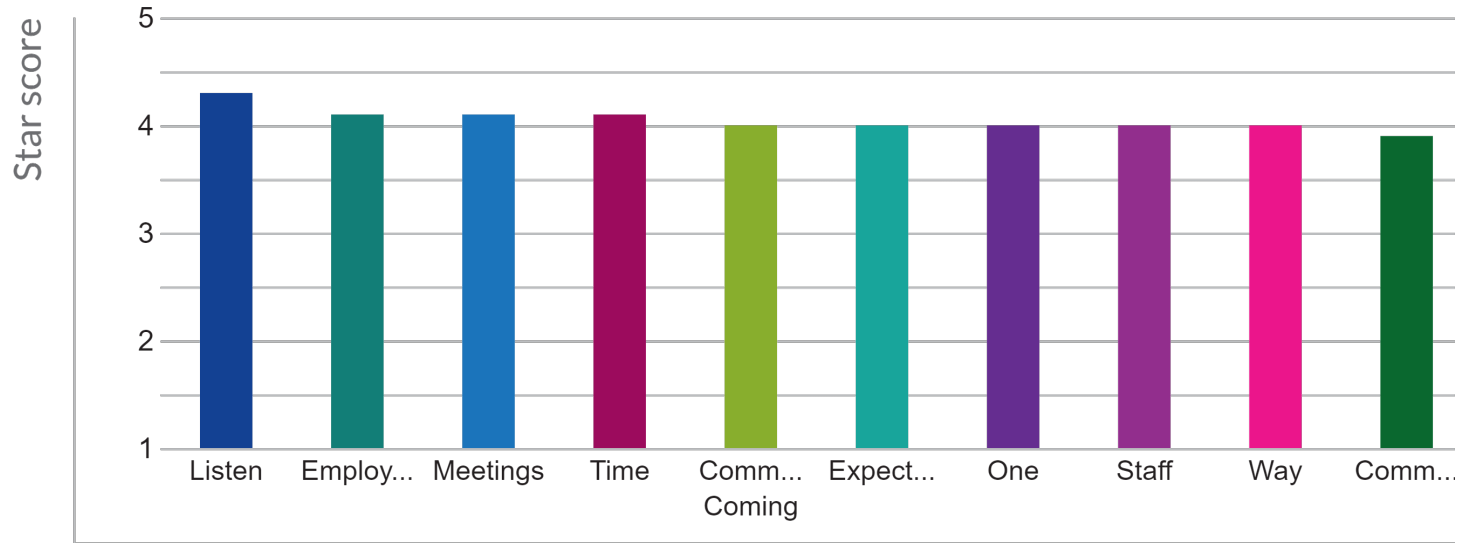
Top Themes by total thoughts





KEYWORD THEMES

Top Themes by star score





THOUGHTS

Listen



We need to have school board meetings where there is not so much hostility and there are opportunities for people to come and speak about concerns. When we all work together and listen to each other, there are more opportunities for open communication.

4.3  (34 )

Let teachers express their opinions and listen to them. We are the experts. We know what's best for our kids.

4.2  (32 )



Listen to our needs



4.1  (36 )





THOUGHTS Employees



Visit campuses and meet with employees, have 1:1 conversations, walk in their shoes and understand the daily routine (positives and negatives) 4.3  (36 )

Input from employee stakeholders should be more than annual climate survey... this town hall is a great start. 4.2  (37 )

These employee meet and greets are great. Please keep doing them. The open exchange is refreshing 4.2  (36 )



THOUGHTS

Meetings



The departments talk to each other before pushing things out to schools Overlaps of meetings, events and visits.

4.4  (37 )

More town hall style meetings Face to face meetings with sharing of information and ideas

4.2  (37 )







More community meetings like this Build capacity

4.2  (36 )



THOUGHTS Time



- Visiting our school and taking the time to speak with staff and teachers** Making real connections 4.3  (35 )
- Communication should be timely and consistent** To avoid last minute tasks and mixed messages 4.2  (32 )
- Meetings like this and leadership visiting sites** It's important for leadership to have time to talk to teachers and support staff when they time to talk. 4.1  (36 )



THOUGHTS

Communication Coming



Having district representatives come to the schools for open/round table discussions Can help teachers/staff feel supported and included

4.1  (36 )

You're doing it! Keep the communication coming!

4.1  (36 )



Encourage leaders to come out of their office. Communication is difficult when you are behind closed doors.

4.0  (35 )





THOUGHTS Expectations



The people creating expectations should hear from the people they have expectations of. 4.3  (27 )
There are many expectations that may be great, but there are too many to get done.

Clear expectations 4.1  (33 )

Consistent communication is KEY! There are too many different messages on expectations and processes. 3.9  (9 )
It is important because in order to be in compliance with District and State mandates, everyone needs to understand the expectations and the processes



THOUGHTS

One



Listen to school based leaders. A one size fits all approach does not work.

4.1  (35 )

1:1 More one to one conversations, a lot of ideas, concerns, and voices could be heard in more private settings.

4.1  (34 )

I'm a veteran and highly effective teacher. No one has ever asked my opinion in anything. How do we get to share our thoughts and not frowned upon

4.0  (36 )







THOUGHTS Staff



You should go to each school to find out from teachers and staff what their school needs. 4.2  (34 )

Not every school's needs are the same.

Meet with teachers and staff. Let them feel like they can be honest about the issues in the schools. 4.2  (33 )

More detailed information via email This will help with communication with all staff, not just some 4.0  (25 )



THOUGHTS Way



Open communication without any concern of repercussions We need a way to ask specific need questions for individual school and feel like we'll be heard

4.3  (33 )

Ask for feedback from teachers when administrators are not present. It's like asking my students to give honest feedback when I'm sitting in the room. Answers are filtered.

4.2  (36 )

More "Town meetings" like this one are a great way. It is important to keep the lines of communication open.

4.1  (34 )



THOUGHTS Communication



Keeping communication concise.

4.1  (35 )

Communication directly to instructional roles from district instead of through chains of people to instructional roles. Cut all the middle men. Messages and expectations can get confused or read worded which may hinder the communication of the original message or goal.

3.9  (33 )

Communication should start at the school level with info provided on a regular basis How can we help or participate if we have no knowledge of what is going on at school, this is endemic throughout the district.

3.9  (7 )



DIFFERENCES

Feel Communication | Employees and Communication [110 | 41]

Employee



A and B rated high

The responses to the question suggest that open communication should be encouraged without fear of repercussions. It was suggested that one-on-one conversations should be held to ensure that all voices are heard. It was also suggested that school board meetings should be held without hostility and that departments should talk to each other before pushing out information to schools. Additionally, it was suggested that a singular information hub should be created to answer any questions and that input from employee stakeholders should be more than just



A rated high, B rated low

The responses to the question indicate that the SDOC is using most available ways to communicate, such as Remind, Email, Website, Facebook, and Phone Calls. The respondents feel that the district is doing a great job with communication through email, and that they are using all the platforms. They also feel that they get all the important information, and have no suggestions for improvement.



A rated low, B rated high

The responses to the question indicate that the



DIFFERENCES

Support Staff [71 | 21]

Employee



A and B rated high

The responses to the question suggest that teachers should be given the opportunity to express their opinions and be listened to, as they are the experts. Anonymous feedback should be allowed to ensure honest feedback. A staff-specific Remind channel should be created to ensure that teachers are kept informed. Town meetings should be held to allow for direct dialogue between teachers and administrators. Feedback should be asked for when administrators are not present, and more one-on-one conversations should be held to ensure that



A rated high, B rated low

The responses to the question indicate that the respondents are in favor of continuing to use Remind for communication purposes due to its ease of use and notifications. Additionally, they suggest more direct interaction with non-instructional support staff and meeting with RCS and ESE personnel due to concerns regarding ESE services. Lastly, they suggest surveying the respondents and having the possibility of communicating in Spanish to ensure that no information is lost.



DIFFERENCES

Monthly, Information and Email [74 | 17]

Employee



A and B rated high

The responses to the question suggest that there should be more frequent events that allow for direct communication between administrators and employees, as well as better communication regarding insurance policies and procedures. Additionally, employees suggest that communication should be concise and that administrators should listen to their needs. Furthermore, employees appreciate the meet and greets and suggest that administrators should have a roadmap of what changes will be done in the future.



A rated high, B rated low

The responses to the question suggest that there should be more communication via email about district level initiatives, as well as monthly newsletters and weekly updates. Video conferences are suggested as an alternative to traveling, and there is a call for teacher input at board meetings. Additionally, there is a suggestion to create a Remind group for employees to ensure that everyone is informed of important information.



WRAP UP Next Steps



Thanks for participating

We'll be carefully considering what we learned and sharing our actions back with you.