

## Superintendent Teacher Focus Group Feedback October 4, 2018

### Effective Behaviors identified with excellent customer service:

" I statements" to reassure customers	Competency (2x)	Follow through in a timely manner (4x)
"non-condescending"	Completes tasks	Friendly (5x)
"On the same side"	Connectable	Fulfilling expectation
"People before rules"	Consistency (2x)	Genuine Caring
Accessible (4x)	Consistency with information within departments and other departments	Getting to yes
Accountable (3x)	Courteous	Give timelines
Acknowledgement (2x)	Creative solutions (3x)	Gratitude
Action Oriented	Dependable	Growth mindset
Active Listening	Doesn't take things personally	Helpful
Appreciation	Easy to access	Honest (3x)
Approachable (2x)	Effective	Informative
Attentive Listening	Efficient (7x)	Kind (5x)
Authentic	Empathy	Knowledgeable (5x)
Building relationship	Energy	Manners
Caring (2x)	Equity	Not condescending (2x)
Clarification	Eye contact	Not blaming others
Collaborative	FAST (2x)	Ombudsman
Commitment	Flexible (3x)	Organized (2x)
Communication, 2 way listening (2x)	Focused on solutions (2x)	Patient
Compassionate (4x)		Personable

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### Effective Behaviors identified with excellent customer service:

Pleasant (2x)	Relatable	Streamlined
Polite	Reliable	Team oriented
Positive Attitude (2x)	Resourceful	Timely Service (3x)
Proactive (2x)	Respect (5x)	Tone
Problem Solvers	Responsibility	Trained
Professional (3x)	Responsibility & knowledgeable for effective & efficient support	Transparency (4x)
Prompt (4x)	Responsive (2x)	Understanding (4x)
Provide 100% support	Sense of Humor (2x)	Upbeat & positive
Punctual	Service oriented	Welcoming (2x)
Quick Turnarounds	Smile (in their voice) (2x)	Willing to find answers
Rapid response		Willing to teach

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### Effective Behaviors identified with excellent customer service:

#### Suggestions

- Customer Service rubric
- Fridays, decrease in customer service
- Being able to purchase books for students to teach the engage NY literature curriculum without being held up in finance or purchasing (5<sup>th</sup> grade @ Mission View)
- Digital Customer Feedback (like technology does, i.e. yelp)
- 4 day work weeks, school weeks
- Appropriate Training
- For funding, ex: Student Council
- Make the customer feel they are being heard and they have a voice, and their concerns are being taking care of with respect and genuine care.
- Communicate, don't put me in the VOID
- FIXED the system ID Problems
- Tell US if there's a MAJOR breakdown, short staffed or Job responsibility shift
- Need knowledgeable in the field and classroom dynamic, protocol
- Better efficiency
- Clear communication, not vague or overwhelming
- Ask clarifying questions for better understanding of the issue
- Extend service as an alternative or option
- Clear about next steps or expectations

