

Superintendent Teacher Focus Group October 3, 2018
FAST Services Feedback

	<u>Payroll</u>	<u>Human Resources</u>	<u>Facilities</u>	<u>Technology Services</u>	<u>Food Services</u>	<u>Transportation</u>	<u>Other</u>
<i>What are the services and information requested most often of the district offices?</i>	<ul style="list-style-type: none"> • Paycheck questions • 301 Questions (3x) • Bonus pay (3x) • Communication about special stipends/extras • Approving after school programs- tutoring/extended day, not approved in a timely manner • Questions about pay scale • Inability to solve pay issues • Not paid in a timely fashion for extra duties • Pay Shortages • Higher Pay for teachers 	<p style="text-align: center;"><u>HIRING</u></p> <ul style="list-style-type: none"> • Contracts • Unfilled positions (2x) • More flexibility in who is hired • Slow hiring process • What's being done about retention of quality teachers? • Building & valuing community longevity as a foundation? • Contracts for new hires • Hiring freeze at district level but not at schools • Procedure for hiring principal <p style="text-align: center;"><u>BENEFITS</u></p> <ul style="list-style-type: none"> • Why do benefits have to be renewed annually if there are no changes to benefits? <p style="text-align: center;"><u>CERTIFICATION</u></p> <ul style="list-style-type: none"> • Recertification (2x) • Finger printing 	<p style="text-align: center;"><u>GENERAL</u></p> <ul style="list-style-type: none"> • No curb appeal • Key personnel is missing • Jobs not done well or with low quality products that don't last. • Lack of consistent staffing • Testing of lead in water • Plumbing and sewer • Painting • Repairs • Classroom items delivered/removed/repaired • More support for engineers • Mice infestation <p style="text-align: center;"><u>SCHOOLS & CLASSROOMS</u></p> <ul style="list-style-type: none"> • Blinds that might be 70 years old in classroom • Soggy/leaky ceiling tiles 	<ul style="list-style-type: none"> • Software/hardware have to match • Teacher laptops are outdated (4x) • Internet Connectivity • Computers/projectors (4x) • Promethean replacement parts are slow to be available • Promethean boards (x2) • Repairs • Student Log-in issues (2x) • Synergy slow • Connection/password /email • Wish tech liaisons had more rights to help with updates • Keyboarding volume • Jacks, cords unable to replace • Insufficient technicians to service schools 	<ul style="list-style-type: none"> • More balanced and healthy meals (x2) • More variety • Request meals for families or children that aren't students • Food for field trip (2x) • Concern, students must select two choices even if they don't want to: results in food in trash. • Running out of food before all students are fed is a BIG CONCERN • Why are there still paper trays? • Why can't extra food be given to the students? • Proper staffing- 1 school has 1 staff to hand out food, 1 school has 3 staff to hand out and clean up. 	<ul style="list-style-type: none"> • Field trips (4x) • Is it possible for in-county field trips to be approved school level? • Field trips and bus use limited and costly. Inconvenient due to time expectation. (2x) • Putting more responsibility on Office Managers for field trips is not ok. • Front school office needs more info from transportation • Office fielding a lot of calls from parents. • Lack of detailed scheduled for students' paths • Delayed info • Inability to get vans • Athletics • Some incidences of business not showing up • Late buses often 	<ul style="list-style-type: none"> • Work with community to increase enrollment (2x) • (Finance) purchasing of classroom resources, timing. • Curriculum & Teacher resources, who to go to- often Misdirected • Chasing materials to access them • PD- lack or training new personnel and support • People not applying to positions • Finances, what can we buy with what funds? • Technology purchases? • School safety, graffiti. Repaint • GSRR- soft • Key control- no compassion. (4x)

Superintendent Teacher Focus Group October 3, 2018

FAST Services Feedback

		<ul style="list-style-type: none"> • Certification (3x) • Adding to certificate • Notification of contracts and details, recertification • Grandparents as guardians, is fingerprinting required? <li style="text-align: center;"><u>RETIREMENT</u> • Retirement information 	<ul style="list-style-type: none"> • Old carpet (2x) • Support for basic needs for a classroom: furniture, books, audio visual • Access to toilets and water fountain • Leaking ceilings • Broken doors <li style="text-align: center;"><u>CUSTODIAL & GROUNDS</u> • Custodial- trash, rooms not clean, leaks • Custodial services, grounds very inconsistent • How to leave a classroom better than they found it • Sites- rooms not mopped/vacuumed regularly. • Grounds keeping during school hours • Grounds people whacked fruit trees, destroying them. • Loud music • Custodial service limited to work hours 	<ul style="list-style-type: none"> • Students are required to test using technology they must have access to • Putting apps on tablets, delays. • Synergy & Clarity (2x) • Printer services (x2) • Success maker • Teach Dependent • Micromanaging, allow employees to do more • Hardware • One to one • Training levels, differentiated levels and skills • Usage not easily accessible (shortcuts) • Feedback on synergy issues after district has had data for a month • Need face to face with tech • Access to clarity for staff. • Help desk • Connectivity 	<ul style="list-style-type: none"> • Food portions need to be adjusted for age of child • Students not being fed on parent conference days when they are dismissed early on those days • Flexibility • Assistance with free and reduced applications 	<ul style="list-style-type: none"> • Much more response to TEP requests for specialized transportation • Pick up afterschool • Drop off too far from home 	<ul style="list-style-type: none"> • Where do you go when you can't get an answer on your campus? • Warehouse doesn't pick up materials on time • New Teacher orientation has not been done with fidelity. • Finance: PO's take too long (3x) • Communication with other school sites is lacking
--	--	--	--	---	--	--	---

Superintendent Teacher Focus Group October 3, 2018
FAST Services Feedback

			<p>results in incomplete work, unclean areas</p> <p style="text-align: center;"><u>A/C</u></p> <ul style="list-style-type: none">• AC (lack of)• AC issues• AC always broken• AC regulated• Classroom w/ 73 days temp of 94 degrees inside class had to be reassigned to different area, no specific designated area• A/C takes a long time to fix (6x)• Heating issues				
--	--	--	---	--	--	--	--

Superintendent Teacher Focus Group October 3, 2018

FAST Services Feedback

<p><i>What have been your service experiences so far?</i></p>	<ul style="list-style-type: none"> • (+) I like online support & like contracts online. • (+) Good experience • (+) Improvement in politeness of staff • Teachers pay disputes only settled when principal got involved. • Not accessible • Need more accessibility than M-F 8-5 (4x) • Negative, lack of transparency on pay scales/schedules • Need improved info about 301 emails. • Return of emails in an effective & timely manner • Principals get service but not teachers • Summer pay enrollment window closes before new teacher induction (excluding them) • Need better communication 	<ul style="list-style-type: none"> • (+) HR is awesome, Chris Humphries is fantastic • (+) Chris Kiefer is amazing, friendly, efficient, remembers people. • (+) Andrew Campbell is great at HR! He is fast at responding. • (+) Kris is very friendly • (+) Positive • (+) Help desk is positive and helpful • (+) Really great • (+) There has been an improvement in customer service <p style="text-align: center;"><u>GENERAL</u></p> <ul style="list-style-type: none"> • Need more accessibility than M-F 8-5 (2x) • Emails & phone calls not being addressed until it reached the director level • Slow to respond 	<ul style="list-style-type: none"> • (+) Mary Jo is amazing • (+) Maintenance personnel is very dedicated/hard worker. • (+) Key control service has improved (2x) • (+) Outside grounds, positive improvements (2x) • Fans & Swamp Coolers are not effective • Classrooms in poor conditions such as roof tiles falling • Ceiling tiles looked at in May, and have not been checked on since- problem getting worse. • Cleaning is spotty & understaffed • Current standards are not adequate. • Teachers forced to clean • Hand soap is not antibacterial & 	<ul style="list-style-type: none"> • (+) Has improved over 5yrs • (+) User friendly website • (+) Track-it fixes everything quickly. (6x) • (+) Excellent service @ Erickson • (+) Thankful for tablets • (+) On campus help is excellent • Work orders need to be filled efficiently (no timeline) (9x) • Old technology isn't compatible with software • No funding to update teacher laptops • Connectivity is slow (2x) • Schools are given the responsibility to cover cost of issues such as replacing keys • Must have access to be in compliance 	<ul style="list-style-type: none"> • (+) No issues • (+) Improved (2x) • (+) GREAT • (+) Good experience • Food bank to supply fresh fruits , veggies or breads to introduce students to a variety & healthy food habits • Very quick to respond • Students express food is not good, lunches not desirable to students due to tastes/textures, appearance. • Takes too long for money to show up on online acct. • Told would have plastic trays. • Great job providing lunches for kids @ district level • Sometimes adhering to child's dietary restrictions can take a bit of time. 	<ul style="list-style-type: none"> • (+) No issues • (+) School transportation at beginning of school year much improved. • (+) Good, the past two years they have done a better job. • Not responsive • Bus procedures not being enforced • New system hasn't been rolled out completely and staff hasn't been trained adequately • Responses are effective but slow • McKinney Vento students 2 week window for TUSD transport • Problem with public transportation for younger kids • Field trip paperwork is cumbersome & repetitive (2x) • Buses showed up late • Communication- who to call? 	<ul style="list-style-type: none"> • (+) Language acquisition has been very prompt. • (+) Wellness- great department & responsive to individual coaching requests. • Always switching leadership • Mentor Teacher systems needs to be re-thought • Declining enrollment. • Often teachers have to search and find materials- not easily accessible. • POs take a long time, ordered a table in May, and didn't get it until mid- August. • Finance, difficult getting funds released (donations) • Rules are obscure, punitive, & hard to know. Hard to get. • Transparency in rules • Why do we use certain vendors if can
--	--	---	--	--	--	--	--

Superintendent Teacher Focus Group October 3, 2018

FAST Services Feedback

	<p>between payroll and employees</p> <ul style="list-style-type: none"> • Turn around time too long for new employees • Communication and clarification • Emails seems more effective than calling 	<ul style="list-style-type: none"> • No response to emails and/or phone messages (3x) • Stressful experience, customer service is selective • 2 types of emails: Too large to comprehend or too vague with not enough direction • A classroom volunteer was treated rudely/shortly by fingerprinting <p style="text-align: center;"><u>HIRING</u></p> <ul style="list-style-type: none"> • Consolidate services • Clearer expectations and job descriptions • \$200-\$300 to get hired, why not have district offer prints, physical, CPR or provide discounts? • Better be proactive for teacher salaries • Need to answer more questions for new employees • New from out of state has had bad 	<p>doesn't work in existing soap dispensers</p> <ul style="list-style-type: none"> • Neglect • System problems • Jobs left unfinished because under someone else's umbrella. • No maintenance • RR are really bad, need upgrades (2x) • No tree trimming, teacher has to do it • Rooms are not vacuumed everyday • Custodian at Grijalva doesn't vacuum regularly on every 2 weeks. • Only the trash is emptied regularly at all 4 of our schools. <p style="text-align: center;"><u>WORK ORDERS</u></p> <ul style="list-style-type: none"> • Work orders aren't being taken care of in a timely manner (11x) • Slow to be fulfilled when work orders are submitted- unless 	<p>with interactive online programs.</p> <ul style="list-style-type: none"> • Students don't have access to keyboards, computers in classes • No access to keyboarding site support for students, typing skills. • K-3 tablets, have few apps, unable to upload educational apps due to limited tech budget. Teachers might have to pay for additional apps. • Helpful over the phone. (2x) • Technology is generally responsive • Technology is OUTDATED • Not replaced when broken. (2x) • Love the quick response but lack of dedicated staff to complete work orders. • Class tech not always available 	<ul style="list-style-type: none"> • Food is more appealing to the students and adults. • Healthier lunch options • Salad bar • Cooking experiences 	<ul style="list-style-type: none"> • Slow to fix situations • Late • Often don't know where to go • Get lost • Wait too long for bus 	<p>get it cheaper elsewhere? (2x)</p> <ul style="list-style-type: none"> • New teacher orientation- sometimes not helpful for veteran teachers, but not useful in district – specific information • African American services- where do we refer parents when the district says that they cannot help? A list of community services? Organizations to help? • GATE parents with students in self contained GATE want opportunity to give feedback- would like an online questionnaire with options to add comments. Parents feel they have no voice in the program. • Different systems not talking to each other
--	---	--	--	--	---	---	---

Superintendent Teacher Focus Group October 3, 2018

FAST Services Feedback

		<p>experience with HR returning her calls or emails. Was given orientation packet and that's all. Her mentor is at another school, so not much help.</p> <ul style="list-style-type: none"> • A month to start new employee <p style="text-align: center;"><u>BENEFITS</u></p> <ul style="list-style-type: none"> • Benefits: disrespectful staff, no patience. • Benefits need improvement. (2x) • Communication is unclear, different explanations from different sources. • Needs attention, needs to happen in summer or beginning of the year • Maternity leave is very challenging to sign up for, understand given the run around. <p style="text-align: center;"><u>RETIREMENT</u></p>	<p>they mention it being a safety issue.</p> <ul style="list-style-type: none"> • Seems like some schools get faster service than others. • Need Track-it for Facilities. 	<ul style="list-style-type: none"> • Computer labs, COWS not accessible (Cholla) • Provide better education/training on tech for teachers. (2x) • A smart board which is attached to nothing • Running a computer lab on left over laptops from another school. • Seems like some schools get faster service than others. • TTL admin access • New teacher does not have outlook on her desktop. • Upgrade and reimage all at a time 			<ul style="list-style-type: none"> • Competing systems, support behavioral programs & student behavioral support. (MTSS, GSRR & PBIS, MASS, in NASS, AASS, IEP, ADE • Programs schools not being efficient of there's competition. • Mail room- who to contact when something gets lost. • Well designed signage so you could find someone at 1010 • Needs of individual sites should be communicated when new people are providing the services. Grounds people in particular. • Difficulty reaching personnel at other school sites. • Codes in finance need to be returned to office manage for pay.
--	--	--	---	--	--	--	--

Superintendent Teacher Focus Group October 3, 2018
FAST Services Feedback

		<ul style="list-style-type: none">• Lack of timely response• Retirement office does not answer					<ul style="list-style-type: none">• Pulling teachers from the classroom for PD is not helpful to the LEARNING environment, adds stress and definitely not 3 in 1 week.
--	--	---	--	--	--	--	--