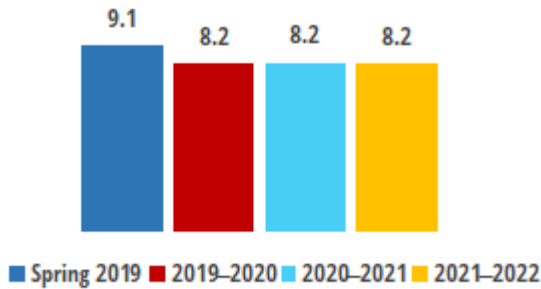




In addition, customer service satisfaction ratings remained steadily high for LT responses, even as demand outpaced resources. (Figure 2).

Figure 2.

Let's Talk! average customer service satisfaction rating remained high even with the increasing volume of dialogues, especially during the pandemic.

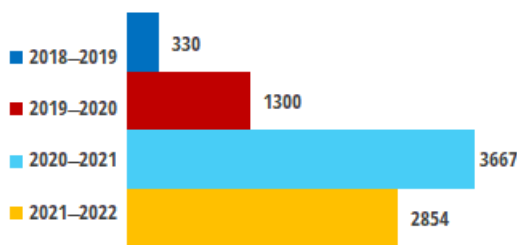


Source. Let's Talk! data from July 1st, 2021 to June 30th, 2022.

The RAVE (Recognizing All Valuable Employees) program has continued to grow since its 2018 inception (Figure 3). Any staff or community member may nominate an employee in recognition of outstanding service through AISD's website, and awards are given out monthly. RAVEs reward employees for taking extra steps to contribute to a positive and equitable culture. Therefore, RAVEs have been utilized by the AISD community for the purpose of employee appreciation, as intended.

Figure 3

RAVEs earned by AISD employees increased in the first three years, and peaked during the pandemic.



Connection training was

CARES team lead a segment on customer service highlighting communication strategies. Participants provided feedback on their experience (Figure 3).

Source. RAVE data from July 1st, 2021 to June 30th, 2022.

Figure 3

The majority (94%) of participants ( $n = 305$ ) in the Front Office Staff Connection either agreed or strongly agreed the content and strategies presented increased their understanding and skills.



Source AISD post-professional development survey data, 2022

- Created and distributed a CARES digital backpack, and a CARES digital toolkit to support staff members
- Offered Let's Talk refresher courses
- Addition of new team

District-wide survey administration changed in 2021–2022. In previous years AISD utilized survey tools such as: the Teaching, Empowering, Learning, Leading (TELL) survey for campus staff, and AISD Family Survey and Student Climate Survey. The items below come from student, staff, and family Panorama survey tools. The items differed on these surveys, therefore, no multi-year analysis is provided as has been presented in previous reporting periods. Aggregate results of responses to questions related to campus climate are displayed in Tables 1- 4 below.

Table 1

The majority of students in 3rd - 5th and 6th - 12th grades responded favorably about their school climate, specifically, that adults at their school are welcoming to all (90% and 83%), and all school staff work hard to answer questions and find solutions (85% and 77%).

Grade	Survey item	N	% Favorable	A lot of the time	Sometimes	A little of the time	Never
3rd-5th	Adults at my school are welcoming to ALL students.	11,352	90%	73%	17%	8%	2%
6th-12th	Adults at my school are welcoming to ALL students.	20,716	83%	50%	33%	15%	2%
6th-12th	All staff at my school work hard to answer my questions and help me find solutions.			85%	50%	33%	2%

Source: Panorama student survey data 2021-2022.

Table 2

The majority of family members and caregivers responded favorably to the new campus climate items regarding the helpfulness and customer service of school staff, and the majority also reported they are treated as valuable community members by school staff.

Grade	Survey item	N	% Favorable	A lot of the time	Sometimes	A little of the time	Never
	Staff at my child's school go out of their way to answer questions and help me find solutions.	11,348	89%	65%	23%	9%	2%
	I am able to find the information I am looking for on the Austin ISD website.	11,280	80%	32%	48%	17%	3%
	I am able to find the information I am looking for on the campus intranet.	10,965	82%	40%	42%	14%	4%
	School staff provide excellent customer service.	11,685	89%	57%	22%	8%	2%
	School staff treat me like a valued member of the school community.			55%	27%	18%	2%

Source: Panorama family survey data from 2021-2022.

Table 3

The majority of campus employees (teachers and non-teaching campus staff) responded favorably about campus climate and district support; that adults are welcoming and helpful and the AISD website provides necessary information.

Respondent	Survey item	N	% Favorable	A lot of the time	Sometimes	A little of the time	Never
	Adults at my school are welcoming to ALL students.	3888	96%	79%	17%	4%	0%
Teachers	All staff at my school work hard to answer my questions and help me find solutions.	3934	91%	63%	28%	8%	1%

Source: Panorama student survey data 2021-2022.

support, and employee recognition in AISD. Campuses are perceived to have a welcoming climate and the district makes information readily available, thus aligning with the team’s work to nurture and reward helpfulness. The team also maintained agility by expanding and adapting in response to stakeholders’ needs. Prior to the 2022–2023 school year, further changes to the CARES team include: District Communication and Community Engagement will handle all IT dialogues, and a change in title and focus. The [Employee Experience and Sustainability](#) team (formerly CARES) will work to cultivate authentic relationships that lead to a sense of trust and belonging in the AISD community.

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