

# Exchange Summary

Martha Mann, The School District of Osceola County Florida  
August 16, 2023

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



## PARTICIPATION

### Breakdown of Participation



**193**  
Participants



**158**  
Thoughts



**2,997**  
Ratings

---





## THOUGHTS

### Key Thoughts



Having more opportunities for teachers and parents to be able to meet face to face and actually interact with one another It builds stronger bonds

4.5  ( 17  )

Ranked #1 of 158

Parent teacher conferences

4.4  ( 26  )

Ranked #2 of 158

The district is doing a fantastic job but we need parent/teacher conferences throughout the year.

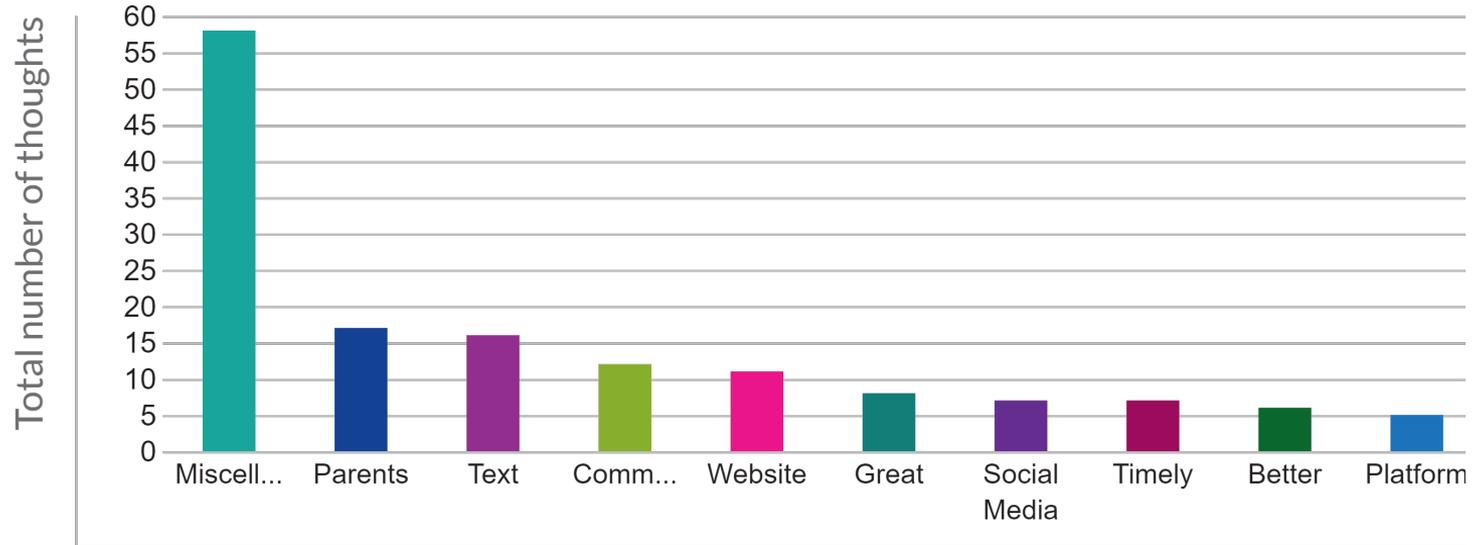
4.4  ( 22  )

Ranked #3 of 158



## KEYWORD THEMES

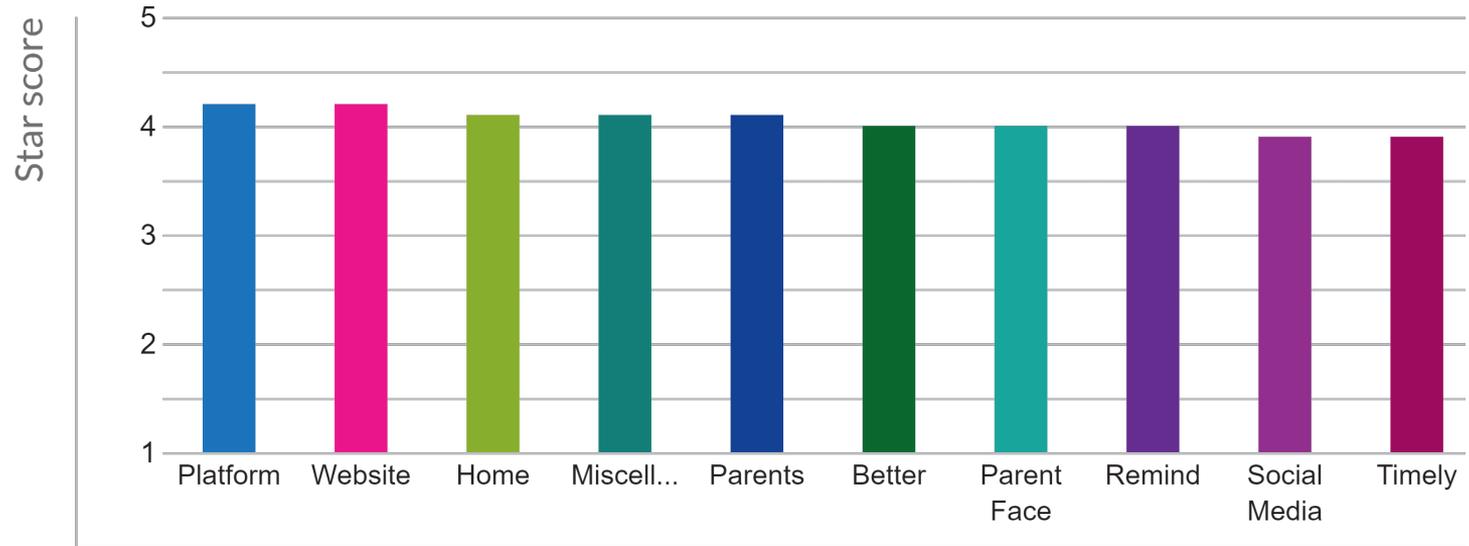
Top Themes by total thoughts





## KEYWORD THEMES

### Top Themes by star score





## THOUGHTS Platform



**Centralize all communications** Sticking to 1 platform, whether remind or another service.! 4.3  (19 )

**A Universal Communication Platform** Instead of hopping over to multiple platforms. 4.2  (21 )

**Cadence with messaging** Consistency in platforms of sharing 3.9  (26 )



## THOUGHTS Website



- Communication** Make sure all school websites are updated. 4.3  (31 )
- The osceola website is hard to search. If I just need information about testing, I get every page from every school. And it's old info.** Up to date information should be readily available for parents. 4.2  (32 )
- Put more information on the school's website. Actually update it. Some school's still have the previous years info and previous principal.** More information we can access ourselves, less calls for the schools and district. 4.2  (31 )



## THOUGHTS

### Home



**Send home hard copies of progress reports and report cards**

4.1  ( 24  )

**Send home papers** Not all parents, grandparents have social media. The school should print it out and send it home in their backpack.

3.9  ( 18  )

**They can mail or send reports cards home cause not everyone cares for the school website.** I'm old fashioned and rather receive a paper copy.

3.7  ( 12  )



## THOUGHTS

### Miscellaneous



**The district is doing a fantastic job but we need parent/teacher conferences throughout the year.**

4.4  (22 )

**Host regularly scheduled q&a sessions** Effort to communicate shows concern and builds community

4.3  (25 )

**I feel like they should promote more their activities, meetings, decisions, etc.** This is important because EVERYONE needs to be aware of what's happening within the county, the school district and the schools.

4.3  (25 )



## THOUGHTS Parents



### Parent teacher conferences

4.4  (26 )

**Have various ways of spreading important information to parents and students so they don't miss out on opportunities/responsibilities.** School wise having assemblies for each grade level speaking about important information directed to them. Sending out emails to students and parents.

4.2  (21 )

### Provide more opportunities for parents to give feedback

4.1  (23 )



## THOUGHTS

### Better



**Use a texting method (Remind or other tools as such)** Communication is key for the success of my child. I have a better understanding of what is done in school, what is expected, and how to better assist

4.1  (27 )

**by Remind** For safety and better communication for our children  
translated by **Google**

3.9  (11 )

**Remind updates** To be better informed

3.8  (23 )



## THOUGHTS

### Parent Face



**Having more opportunities for teachers and parents to be able to meet face to face and actually interact with one another** It builds stronger bonds

4.5  (17 )

**Face to face** Is the natural way to do it

3.7  (33 )

**Parent face to face meeting**

3.7  (26 )



# THOUGHTS

## Remind

Continue to use Remind Everything is in one place

3.9  (26 )

They could use Remind.

3.8  (27 )

Remind

3.8  (26 )





## THOUGHTS

### Social Media



**The use of remind and social media has been helpful.**

4.3  (23 )

**Through text message and using social media** A lot of kids are on social media and they are bound to see info on there

4.2  (25 )

**Social Media** Now days online form of communication has positively increased the amount of information we can receive from schools and district.

4.1  (24 )



## THOUGHTS

### Timely



**Using text SMS to send out updates and important information .** Communication must occur in a timely manner so that people can act in a timely manner.

4.0  (25 )

**Bus issues would be nice to know ahead of time, not an hour after the bus was supposed to pick up/drop off** I could easily drive my child, but we aren't all that fortunate, but I do need to know when the bus won't be coming at all, as has happened.

3.9  (8 )

**A single point of communication at each school. Often times I don't even know who to reach out to.**

3.8  (25 )



## DIFFERENCES

### Remind | Communication Is Great [31 | 31]

Parent, Student, Community Member



A and B rated high

The responses to the question suggest that the public should have a roadmap to view the projects and changes that will be made in the future. Additionally, it was suggested that the district should centralize all communications on one platform, such as Remind, and provide more opportunities for parents to give feedback. Furthermore, it was suggested that there should be more in-person information sessions with clear objectives and purpose explained in advance, as well as open communication about all school activities and events for parents and students.



A rated high, B rated low

The responses to the question indicate that the school calendar is difficult to read, and that parents need more than just reminders in order to be able to support their children. It is suggested that student work and district assessment tests should be scanned into FOCUS so that parents can understand the thought process behind their child's grades. Lastly, it is mentioned that parents are not being communicated to about their child's progress.



A rated low, B rated high



## DIFFERENCES

Face [26 | 11]

Parent, Student, Community Member



A and B rated high

The responses to the question suggest that communication is key for the success of a child. Remind is an effective method, but it needs to be used consistently. It is also suggested that more information should be posted on the school's website and that a weekly email newsletter should be sent out with school news and events. Additionally, it is suggested that the website should be updated more frequently and that there should be more chances to meet with teachers to create more open communication. All of these suggestions are aimed at helping parents stay



A rated high, B rated low

The responses to the question suggest that the best way to accomplish the task is to do it face to face. This is the most natural way to do it, and the second response emphasizes the importance of actually taking action. This implies that simply talking about it is not enough, and that it is necessary to take the necessary steps to complete the task.



## DIFFERENCES

Social Media [22 | 11]

Parent, Student, Community Member



A and B rated high

The responses suggest that teachers and staff should have the opportunity to meet with parents at least quarterly, and that this could be done through community events, engagement, and celebrations. Additionally, it was suggested that the district should host regularly scheduled Q&A sessions, and be transparent regarding policy and procedures. Furthermore, it was suggested that the district should promote their activities, meetings, decisions, etc. through text message and social media, and have various ways of spreading important information to parents and students.



A rated high, B rated low

The responses to the question indicate that communication needs to be improved, and that the OCSA's calendar online should be updated and maintained. Additionally, it was noted that most of the school websites are out of date. These responses suggest that there is a need for better communication and more up-to-date information on school websites.



## WRAP UP Next Steps



### **Thanks for participating**

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