



## **FEAC Meeting**

Thursday December 5, 2024, 5:00  
Community Resource Center

**Purpose statement:** For the 2024-2025 school years, the council is charged with advising, fostering, and promoting a culture of family engagement across the district and in the schools.

### **AGENDA**

4:30-5:00	<b>Dinner</b>	
5:00-5:10	<b>Welcome and Opening Comments</b> <ul style="list-style-type: none"><li>• <b>Who is in the room</b></li><li>• <b>Norms</b></li><li>• <b>Purpose of the FEAC</b></li></ul>	<b>Chris Fulford</b> , Director of Categorical Programs
5:10 - 5:45	<b>Learning:</b> <b>Strategic Outcomes Overview: Drilling down to Community Engagement</b>  <b>Strategic Initiatives – Culturally Responsive Customer Service</b> <b>Purpose:</b> Gather feedback from school representatives on the district's strategic initiative, culturally responsive customer service, to ensure this initiative meets the needs of our families and community. <ul style="list-style-type: none"><li>• <b>Value of Family Input:</b> "Your insights as school representatives are invaluable. You connect directly with families and provide key perspectives on how our customer service is experienced."</li><li>• <b>Commitment to Growth:</b> "Our front offices in our schools are essential for communication and support of all families. We're here to identify ways to make them more accessible and culturally responsive for everyone in our community."</li><li>• <b>Encourage Honest Feedback:</b> "This is a collaborative process, so please share your honest experiences and suggestions. Even small changes can have a big impact on our families and community."</li></ul>	<b>Chris Fulford</b>  <b>Joi Grant and Chris Fulford</b>

**Next Meeting: February 3, 2025**

	<b>The Balancing Act</b> <ul style="list-style-type: none"> <li>How do we balance customer service needs with needs for consistency and efficiency?</li> </ul>	<b>Dr. Pete Misner/ Dr. Cathy Woods</b>
5:45 – 6:25	<b>Discussion and Feedback: Write the Room</b> <ol style="list-style-type: none"> <li> <b>Culturally Responsive Customer service:</b>            When you visit our schools or central office what does culturally responsive customer service look like to you?            What are some examples of excellent customer service you have experienced in our schools or district as a whole?         </li> <li> <b>Gaps and Challenges:</b>            How do we manage consistency and fiscal responsibilities and maintain positive culturally responsive customer service?            What positive aspects of your cultural background or traditions could be shared with school staff to enhance their understanding and support?         </li> <li> <b>Feedback and Suggestions:</b>            What other ideas or feedback do you have for improving both the district and schools culturally responsive customer service?            What role do families play in creating a welcoming, inclusive environment in our schools, and how can the district tap into that role more effectively?            What cultural assets or traditions could be highlighted in school events, curriculum, or extracurricular activities that would strengthen the district's relationship with families?         </li> </ol>	<b>Advisory Council Team</b>
6:25-6:30	<b>Next Steps &amp; Closing</b> <ul style="list-style-type: none"> <li>This feedback will be compiled and used in the ongoing process of website improvement.</li> <li>Exit Ticket and Feedback</li> </ul>	<b>Chris Fulford</b>
6:30	<b>Adjourn</b>	<b>Chris Fulford</b>

**Norms:** Stay engaged - Expect to experience discomfort at some level - Paying attention to self and others - Be aware of intent: Own your impact - Keep focused on our collective goal - Speak your truth - Maintain a learner stance and remain open to new thinking - Pursuing a balance between advocacy and inquiry

Bank of Questions: Please strike through question to be omitted leaving the best questions for the write the room.

### **General Questions**

What strengths do you see in your community that the school district can build upon to improve service and engagement?

How do you think the diverse cultural backgrounds in our community can be celebrated or highlighted in the district's customer service efforts?

Can you share examples of ways the school district has successfully tapped into the strengths or traditions of your community?

What positive aspects of your cultural background or traditions could be shared with school staff to enhance their understanding and support?

What role do families play in creating a welcoming, inclusive environment in our schools, and how can the district tap into that role more effectively?

### **Communication and Language**

What are some effective ways families from diverse cultural backgrounds currently communicate with the school, and how can the district build on those channels?

How can the school district tap into the existing linguistic and cultural strengths of the community to improve communication and ensure all voices are heard?

What informal networks or community leaders (e.g., cultural associations, local faith organizations) could the district engage to enhance communication and outreach?

What are some culturally appropriate ways to ensure that all families feel informed and included in school events or updates?

### **Inclusivity and Representation**

How do you see the school district already honoring and representing the diversity of our community, and how can we build on these practices?

What cultural assets or traditions could be highlighted in school events, curriculum, or extracurricular activities that would strengthen the district's relationship with families?

Are there local cultural leaders or groups who can collaborate with the district to bring diverse perspectives and assets into our schools?

### **Support for Families**

What resources, knowledge, or skills do families from diverse backgrounds already possess that could be leveraged to support student success?

How can the school district amplify and recognize the strengths that community members bring, especially when it comes to supporting their children's education?

What programs or initiatives have you seen in other communities that utilize local cultural strengths to foster student engagement and success?

### **Training and Professional Development**

What strengths do staff already possess that can be built upon to create more culturally responsive customer service in the district?

What knowledge, traditions, or community-based practices could be shared through training to help staff better serve our diverse families?

How can the district collaborate with community members to co-create training opportunities that are grounded in the cultural values of the families we serve?

### **Feedback and Improvement**

What are some positive examples of feedback the district has received from families that reflect the strengths and assets of our community?

How can the district create more opportunities for community members to share their ideas, wisdom, and experiences to further improve customer service?

What community resources or partnerships would you suggest the district explore to further enhance its culturally responsive customer service?

## **Community and Family Partnerships**

In what ways can the school district better engage with community leaders or local organizations to strengthen partnerships and support student success?

What skills or talents from community members (e.g., language skills, knowledge of cultural traditions) could be shared with the district to improve services for all families?

How can the school district create opportunities for families to teach or share their traditions, values, or skills with staff and other students?

## **Building Cultural Competency Together**

How can the district and families collaborate to create a culturally inclusive and responsive customer service model that celebrates and honors the strengths of all communities?

What role do community members have in helping school staff understand the cultural practices and resources that could enhance the district's services?

## **Write the Room Activity:**

### **Objective:**

To gather feedback and ideas from FEAC members about improving customer service in the district through culturally responsive practices. By using the "Write the Room" method, the community group will contribute to key areas of improvement, and the activity will emphasize the strengths and assets within the community.

### **Preparation:**

Stations: Set up several stations around the room (large poster boards). Each station will focus on a specific theme (see question bank themes) related to improving culturally responsive customer service.

### **Instructions for Participants:**

Group or Individual Participation: Depending on the number of participants, we will have small groups rotate through the stations. Each group will be assigned to a different station to begin with.

#### **Time at Each Station:**

Participants will have 3 minutes at each station to discuss the prompt, share their thoughts, and write down their responses or ideas on the poster. Everyone is encouraged to contribute.

#### **Rotation:**

After the designated time, participants move to the next station. This way, multiple people contribute to each station's discussion.

Encourage Visuals and Notes: Please feel free to write or draw ideas. Visual thinking can help express complex ideas and is more inclusive for individuals who may have different literacy or language skills.

#### **Reflection and Discussion:**

After everyone has visited all the stations, everyone will gather together to review the posters. Discuss common themes, innovative ideas, and suggestions for improvement.

#### **Identify Priorities:**

Identify the most critical issues or ideas raised by the community and discuss how the district can take action to implement them.

### **Next Steps:**

**Action Plan:** This information will go back to the Strategic initiative team to collaboratively build on the action plan with the community's ideas and feedback and ensure that next steps are clear and achievable.

### **Meeting follow up:**

Review Ideas: Once everyone has had a chance to contribute, email the key themes and takeaways from the session.

**Reflection:** Through the Exit ticket ask how the community can continue to be involved in the process of improving customer service and building a culturally responsive district, feedback on the process, and