

Family and Community Engagement Advisory Council

December 5, 2024



Land Acknowledgement

2



YOU ARE ON



Coast Salish Tribal

LAND

EVERETT
PUBLIC SCHOOLS
#HonorNativeLand

Artwork by: Lightning Waq Waq, Ty Juvinel (Tulalip Tribes)



USDAC.us/nativeland

We acknowledge the original inhabitants of this area, the sduhubš* people, and their successors, the Tulalip Tribes. Since time immemorial, they have hunted, fished, gathered on, and taken care of these lands and waters. We respect their sovereignty, their right to self-determination, and honor their sacred spiritual connection with the land and water. In Everett Public Schools, we strive to create equitable outcomes and build a culture of inclusive belonging for all students, teachers, staff, and community.

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	Dinner	
5:00-5:10	Welcome and Opening Comments <ul style="list-style-type: none"> Who’s on the room. Norms Purpose of the FEAC 	Chris Fulford , Director of Categorical Programs
5:10 - 5:45	Learning: Strategic Outcomes Overview: Drilling down to Community Engagement Strategic Initiatives – Culturally Responsive Customer Service Purpose: 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"> Value of Family Input: "Your insights as school representatives are invaluable. You connect directly with families and provide key perspectives on how our customer service is experienced." Commitment to Growth: "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." Encourage Honest Feedback: "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." 	Chris Fulford Joi Grant and Chris Fulford

	Polarity Construct	Pete Misner
5:45 – 6:25	Discussion and Feedback: Write the Room <ol style="list-style-type: none"> Culturally Responsive Customer service: 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? Gaps and Challenges: 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? Feedback and Suggestions: 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? 	Advisory Council Team
6:25-6:30	Next Steps & Closing <ul style="list-style-type: none"> This feedback will be compiled and used in the ongoing process of website improvement. Exit Ticket and Feedback 	Chris Fulford
6:30	Adjourn	Chris Fulford

Norms of Collaboration

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



PRIORITY STUDENT OUTCOMES



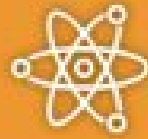
These are the six measurable outcomes of the 2021 strategic plan which will guide our work over the next five years.

1



Ensure 3rd grade literacy

2



Increase science achievement

3



Increase math achievement

4



Reduce gaps in achievement among student groups

5



Ensure students are prepared to succeed in college and career

6



Strengthen student wellness, engagement and safety







Community engagement

- Secure parent and community support of the academic and social/emotional development of all students
- Increase transparency and two-way communication with all stakeholders throughout the district and community





Initiative E.3.b

Initiative owner: Chris Fulford and Joi Grant

Executive sponsor: Dr. Peter Scott

Strategic Initiative(s): Develop and implement culturally responsive customer service practices for all staff interactions with students and families

Strategic Objective: Develop an atmosphere of mutual respect and trust based on culturally responsive relationships with families

Strategic Theme: Community engagement



Green = the work scheduled for this year is on track for completion



Yellow = some progress has been made but more is needed to stay on track



Red = may be difficult to complete this year





Strategic Initiative

E.3.b

Develop and implement culturally responsive customer service practices for all staff interactions with students and families.

(Chris Fulford and Joi Grant)



Strategic Progress Monitoring Session Four Overview



1. Big idea, why important
2. Engaging stakeholders
3. Milestones and timeline
4. Examples of recent work
5. Progress monitoring/measures
6. Next steps





Definition

“Culturally responsive practices are intentional strategies that educators and staff use to recognize, respect, and incorporate the diverse cultural backgrounds of students and their families into the educational experience. This approach goes beyond mere acknowledgment of differences; it actively seeks to understand and celebrate those differences in a way that enhances communication and fosters a positive school climate.”



Purpose of the Manual

This manual serves as a comprehensive guide for front office staff and leadership to implement culturally responsive practices in all interactions with students and families. By fostering an inclusive environment, we aim to enhance engagement and support diverse communities.

Importance of Culturally Responsive Practices

Culturally responsive practices recognize and respect the diverse backgrounds of students and families. Implementing these practices improves communication, builds trust, and ultimately leads to better educational outcomes.

Culturally Responsive Customer Service



Key Principles

Partnership and Collaboration:

Encourage collaboration with families and communities. This principle emphasizes the importance of partnerships in supporting student success and well-being, creating an environment where families feel valued and heard.

Respect for Diversity:

Embrace and honor the diverse identities of students and families, including but not limited to race, ethnicity, language, religion, socioeconomic status, and ability. This principle involves actively listening to and learning from different cultural perspectives.

Inclusive Communication:

Ensure that communication is clear, respectful, and accessible to all families. This may involve using multiple languages, visual aids, and culturally relevant examples. The goal is to bridge gaps in understanding and foster meaningful dialogue.

Demonstrate Reflective Practice:

Regularly reflect on one's own cultural biases and assumptions. Staff should engage in self-assessment to understand how their backgrounds influence their interactions and decision-making. Continuous learning is crucial for personal and professional growth.

Empathy and Understanding:

Approach each interaction with a mindset of empathy. Understand that families come from various backgrounds and may have different experiences with educational systems. Acknowledging these differences can help build trust and rapport.

Culturally Responsive Customer Service



Benefits for Students and Families

1. Enhanced Relationships:

- Culturally responsive practices foster strong, respectful relationships between school staff and families. This leads to increased trust and a sense of belonging within the school community.

2. Improved Student Engagement:

- When students see their cultures reflected in the school environment, they are more likely to feel valued and engaged. This connection can lead to higher academic performance and participation in school activities.

3. Greater Family Involvement:

- By respecting and acknowledging the diverse backgrounds of families, schools can create a welcoming atmosphere that encourages family participation. This involvement can take many forms, including attending events, volunteering, or participating in decision-making processes.

4. Reduction of Bias and Stereotypes:

- Culturally responsive practices help to challenge and reduce biases and stereotypes within the school community. This promotes a more equitable environment for all students and families.

Milestones and Timeline



High-level milestone deliverables or activities	Brief description of work	Expected completion date	On schedule Y/N ?
1. Culturally Responsive Customer Service Manual	This manual serves as a comprehensive guide for front office staff and leadership to implement culturally responsive practices in all interactions with students and families. By fostering an inclusive environment, we aim to enhance engagement and support diverse communities.	Spring 2025	Yes
2. Community Feedback	Through the FEAC, Natural Leaders Consultants & Equity and Access Council (EAAC)	Fall and Winter 2024,2025	Yes
3. Training and Implementation of Culturally Responsive Customer Service Manual	This will be for ALL staff and leadership.	Spring, Summer, Fall 2025	Yes

The Balancing Act



How do we balance customer service needs with needs for consistency and efficiency?



Write the Room

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.

Instructions for Participants:

Group or Individual Participation: 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.

** 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 each group will synthesize the poster they arrived back at looking for common themes, innovative ideas, and suggestions for improvement.

Share Out:

Each Group will have an opportunity to share out their finding to the entire group.



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

Identify Priorities:

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

Meeting follow up:

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



THANK YOU!

