



MONROE

Community Members

MINUTE

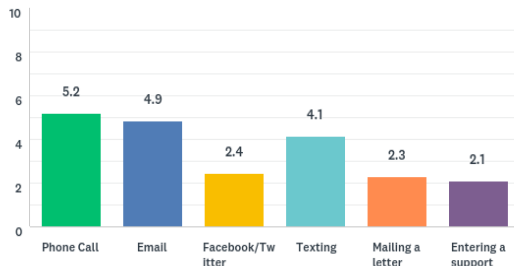
#3 - Working Together

In this survey, we want to know how we can come together to resolve issues and answer questions in the most effective way! We are a family at Monroe Public Schools and collaborating and listening to each other's voices is the best way to become stronger every day!

Q1: In one word or phrase, describe what topic you would most likely contact Monroe Public Schools about.

Student Volunteering Academics Staff Teachers Classwork
 Schedule Reading Curriculum Half Days
 Education Activities Child Lunch Bullying
 Kids Attendance
 Communication Lack of Transparency Grades Bus
 Discipline Events School Transportation Safety Special
 Concerns Absence

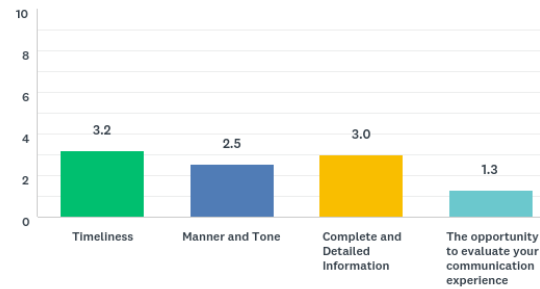
Q2: If you wished to contact Monroe Public Schools with a question, comment, or concern, which of the following methods would you use if they were all available? Rank them in order your preferred means of communication when you wish to express a question, comment, or concern to the district.



1. **Phone Call** - 5.19 total rating score, 52% rated this their highest method of communication
2. **Email** - 4.86 total rating score, 30% rated this their highest method of communication
3. **Facebook/Twitter** - 2.43 total rating score, 2.5% rated this their highest method of communication
4. **Texting** - 4.13 total rating score, 14% rated this their highest method of communication
5. **Mailing a letter** - 2.28 total rating score, 1% rated this their highest method of communication
6. **Submitting a support ticket** - 2.11 total rating score, 0% rated this their highest method of communication

Respondents to this week's survey have told us that they are confident in and are more likely to use their current means of communication. They want to communicate with MPS in the same way that they want to communicate with most other people; calling, emailing, and texting.

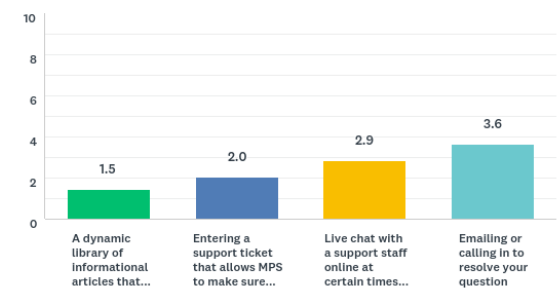
Q3: Which of the following is most important when Monroe Public Schools is listening and responding to a possible concern or question? Rank in order of importance the following:



1. **Timeliness** - 3.18 total rating score, 43% rated this their highest point of interest
2. **Manner and Tone** - 2.53 total rating score, 21% rated this their highest point of interest
3. **Complete and Detailed Information** - 2.98 total rating score, 34% rated this their highest point of interest
4. **The opportunity to evaluate your communication experience** - 1.31 total rating score, 2% rated this their highest point of interest

Timeliness and the quality and thoroughness of the information are most important to respondents in this survey. Manner and tone of conversation also had over 20% of respondents' top votes.

Q4: Which of the following would you find most useful in having a question answered or a concern addressed? Rank in order of interest the following options.



1. **A dynamic library of informational articles that helps you find answers** - 1.47 total rating scale score, 2% rated this their highest point of interest
2. **Entering a support ticket** - 2.03 total rating scale score, 4% rated this their highest point of interest
3. **Live chat with a support staff online at certain times of the day** - 2.86 total rating scale score, 22% rated this their highest point of interest
4. **Emailing or calling in to resolve your question** - 3.64 total rating scale score, 72% rated this their highest point of interest

Having more immediate conversation and response is most important to the respondents in this survey with emailing and calling ranking highest, followed by live chatting.