Racine Unified School District
Operational Expectations Monitoring Report

OE-9 (COMMUNICATING WITH THE PUBLIC)
SUMMARY OF COMPLIANCE STATUS

Date: October 19, 2015

SUPERINTENDENT CERTIFICATION

With respect to Operational Expectation 9 (Communicating with and Treatment of External Stakeholders), taken as a whole, the superintendent certifies that the proceeding information is accurate and complete, and is:

	In Compliance
XXX	**In Compliance with Exception (as noted in the evidence)**
	Not in Compliance

Executive Summary:
This report monitors OE-9 policy for September 1, 2014-August 31, 2015. This monitoring report is "In Compliance with Exception." Areas of non-compliance include:

Section 9.4 Indicator 2: The percent of respondents to the Parent/Community survey who indicate they feel their perspectives and opinions are valued by the District will increase every year.
Section 9.4 Indicator 3: The percent of respondents to the Parent/Community survey who indicate they have opportunities for collaboration and shared decision making with District staff will increase by 5% over the previous year.
Section 9.4 Indicator 4: The percent of respondents to the Parent/Community survey who indicate the District's main focus is on student achievement will increase 3% each year.
Section 9.4 Indicator 5: The percent of respondents to the Parent/Community survey indicate the District provides good customer service will increase each year with a target of 80% by summer, 2017.

The work to improve this year will include:

- Utilizing Infinite Campus to collect all family email addresses to ensure communication with all school families
- Improving timeline of Parent/Community Survey and reviewing/revising survey questions
- Developing improved plan for effectively engaging Parent Key Communicators
- Developing additional strategies for engaging with the all stakeholders (superintendent and leadership)
- Increasing engagement of all stakeholders in decision-making and providing input (Thoughtexchange process)
- Additional customer service training for ASC staff

Signed: _____ Date: October 12, 2015
Superintendent

BOARD OF EDUCATION ACTION

With respect to Operational Expectation 9 (Communicating with the Public), the Board:

	Accepts the report as fully compliant
XXX	**Accepts the report as compliant with noted exceptions**
	Finds the report to be noncompliant

Summary statement/motion of the Board Mr. Goodremote moved, Ms. Handrow seconded, to accept the Operational Expectations -- 9 (Communicating with the Public) Monitoring Report as being in compliance with exceptions in Section 9.4. All were in favor. The motion passed.

Signed: _____ Date: 22-Oct-2015
Board President

Racine Unified School District
Operational Expectations Monitoring Report
DATE: October 19, 2015

OE-9 (COMMUNICATING WITH THE PUBLIC)

The superintendent shall assure that the public is fully and adequately informed about the condition and direction of the District and is treated fairly and with respect, dignity and courtesy.

Interpretation: The Board of Education expects the superintendent to communicate openly and consistently with the public regarding the condition and direction of the District. The Board of Education expects that District employees exemplify core values of the Racine Unified School District organization, treating all members of the community in a professional, positive and service-oriented manner to demonstrate value and regard for every external stakeholder.

Following are working definitions of these terms:

- Public: All District families and community stakeholders including, but not limited to the business community, collaborative partners, civic groups, minority communities and faith groups.
- Condition of the District: Current state of instruction and curriculum, student achievement, financial status, staffing levels, status of physical buildings, facilities and related equipment.
- Direction of the District: Vision and goals for the District's future, including initiatives related to student achievement, programming, facilities plans and budgets.
- Respect, dignity and courtesy: All interactions with our stakeholders are consistently positive, timely and demonstrate a value for the individual. In addition, staff conveys sincerity, problem-solving skills and expertise in each interaction to demonstrate a service-oriented mindset and create a welcoming environment and positive interaction with all external stakeholders.

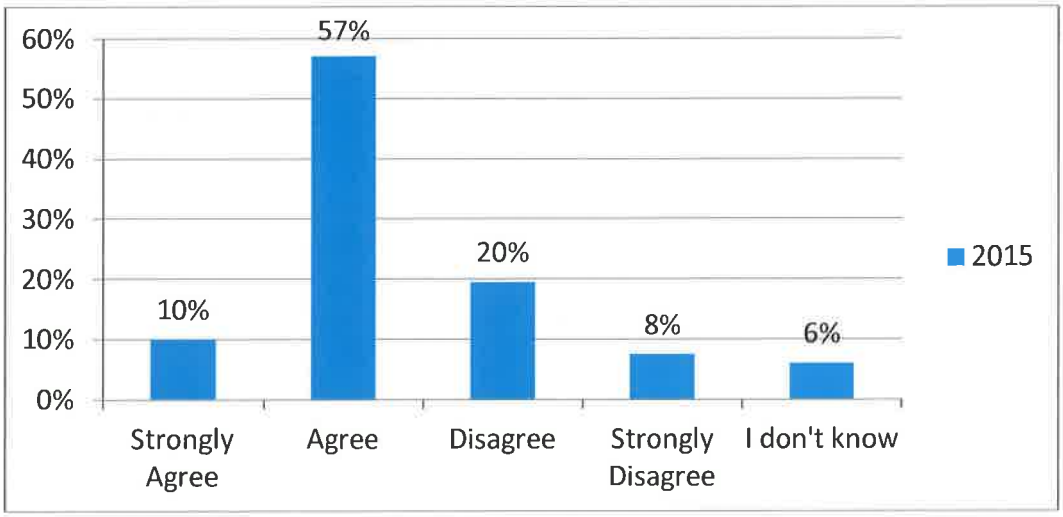
9.1	**The superintendent will:** Assure the timely flow of information, appropriate input, and strategic two-way dialogue between the District and the citizens that builds understanding and support for District efforts.	**In Compliance**

Interpretation: The Board expects extensive communication to the community from the superintendent and the RUSD administrative team to take place on a regular basis, ensuring that stakeholders receive information concerning District activities in order to inform and build positive regard and confidence in the District and its work. In addition, the Board values regular, proactive outreach to receive input from all District stakeholders, discuss issues of interest and provide information about the District's vision and direction.

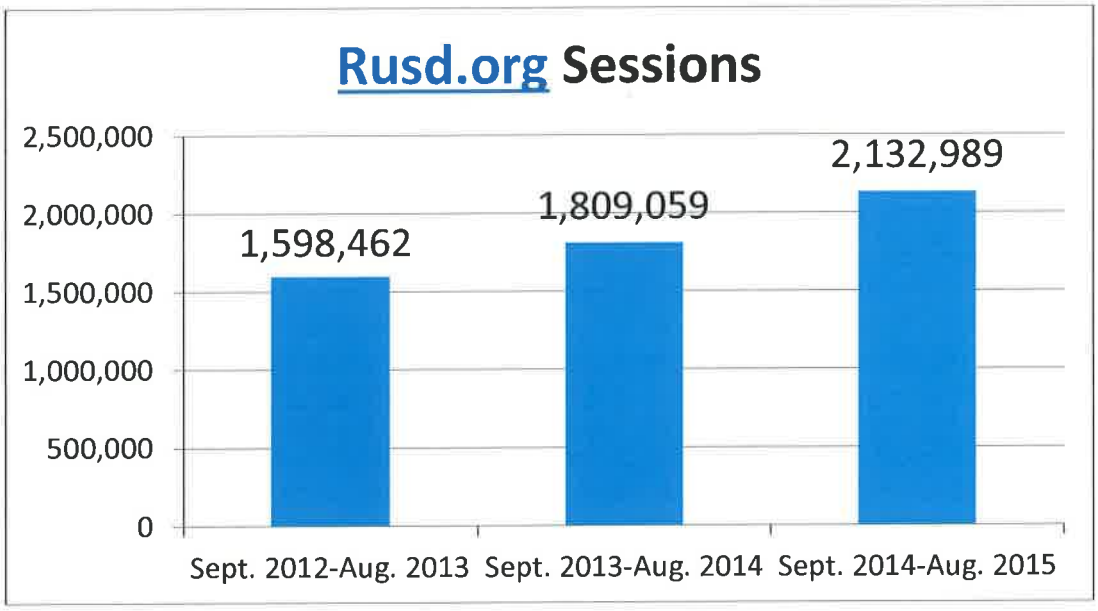
- Timely flow of information: The stream of information from the superintendent and communication office to various stakeholders should be continuous.
- Appropriate input: The District provides stakeholders with opportunities to provide input on relevant topics or decisions. The input allows the community to voice concerns, ask questions or present ideas. These opportunities are provided in multiple ways, such as the District website, Board of Education meetings, parent meetings, phone, email and a variety of advisory and other committees.
- Strategic two-way dialog: The superintendent engages stakeholders in regular discussions about the District's current status and direction in order to authentically engage stakeholders in decision-making and planning.

Indicator 1: (INPUT) The number of parents and community members who provide input toward decision-making through the Thoughtexchange processes will increase year over year.	**Baseline**
Evidence: In 2015, 1,890 parents, staff and community members participated in RUSD's first Thoughtexchange process, contributing 4,852 thoughts and ideas.	
Indicator 2: (TIMELY COMMUNICATION) The percentage of parents and community members whose survey responses indicate that the communication they receive and communication they have with RUSD is timely increases by five (5) percent year over year.	**Baseline**
Evidence: 67% of respondents agree or strongly agree that the communication they receive and the communication they have with the District is timely and accurate.	

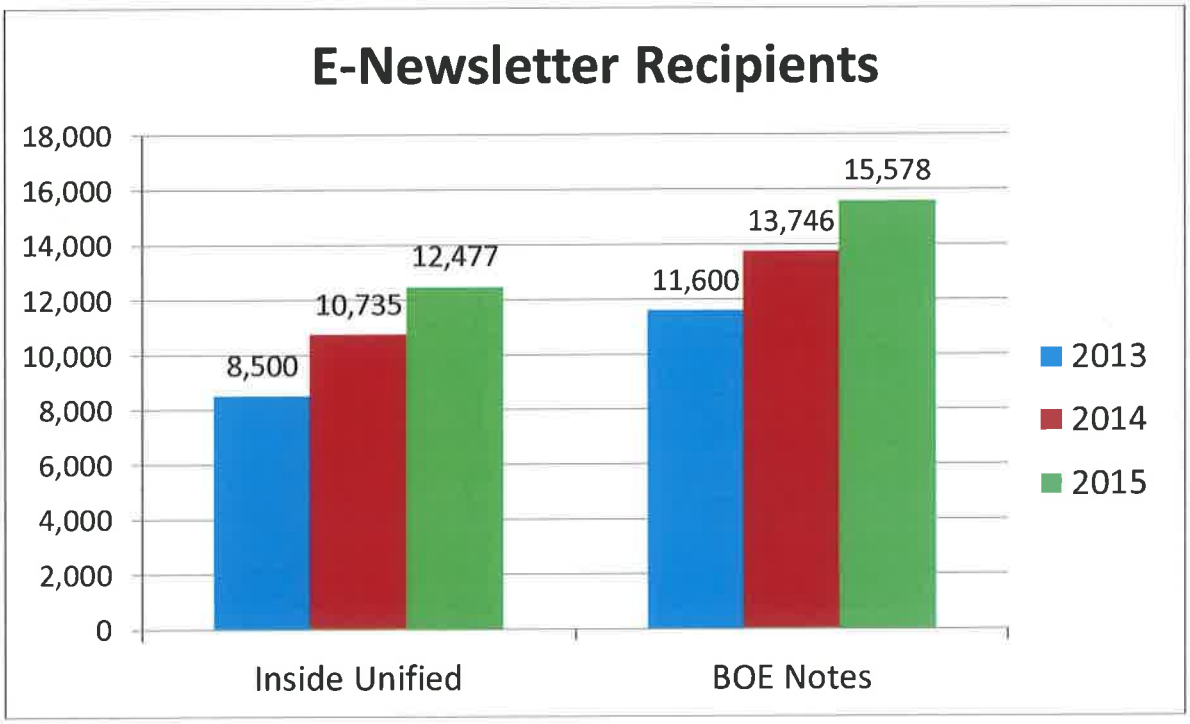
I believe that the communication I receive and communication I have with RUSD is timely and accurate.



Indicator 3: (TIMELY FLOW OF INFORMATION/TWO-WAY DIALOGUE) The number of sessions (visits) on the District website increases year over year by five (5) percent.	**In Compliance**
Evidence: 2,132,989 sessions in 2014-15, a **15 percent increase** over the previous year.	



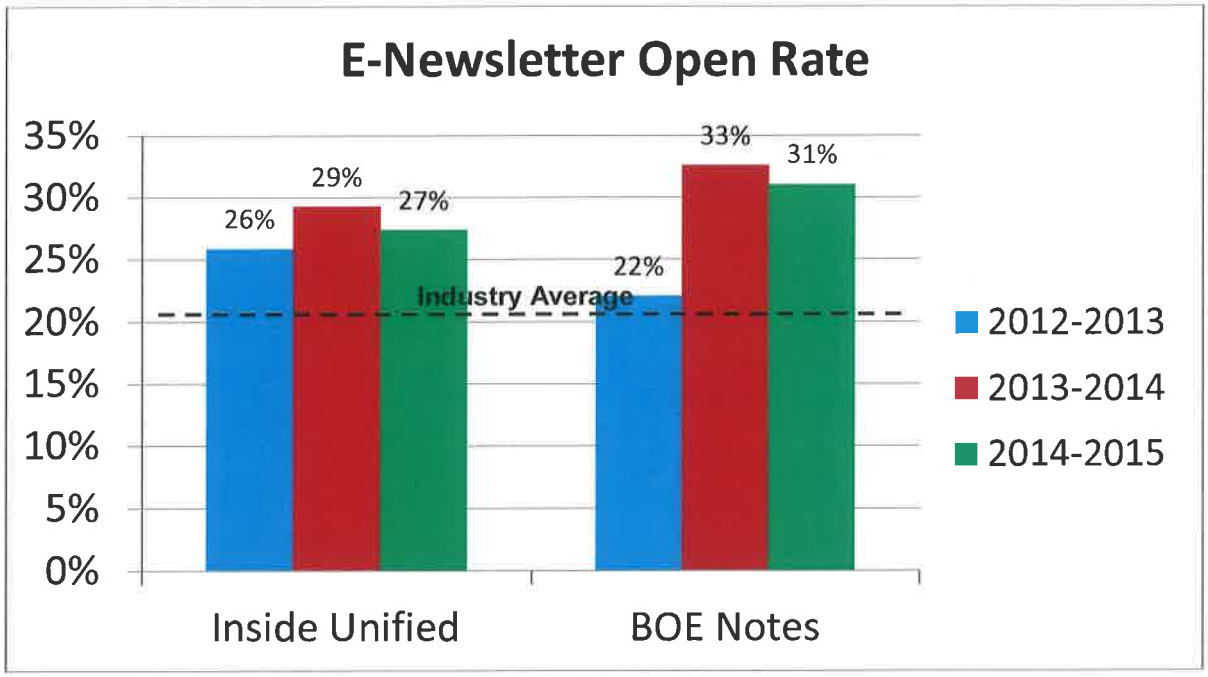
Indicator 4: (TIMELY FLOW OF INFORMATION/TWO-WAY DIALOGUE) The number of people who elect to receive the District's electronic newsletters including BOE Notes and Inside Unified increases yearly by five (5) percent.	**In Compliance**
Evidence: • Inside Unified (District e-newsletter): **Increase of 16% or 1,742 recipients** over 2013-14. • Board of Education Notes (e-newsletter): **Increase of 13% or 1,832 recipients** over 2013-14.	



Indicator 5: (TIMELY FLOW OF INFORMATION/TWO-WAY DIALOGUE) The open rate for District e-newsletters (Inside Unified and Board of Education Notes) meets or exceeds the industry average of 20.5 percent.	**In Compliance**

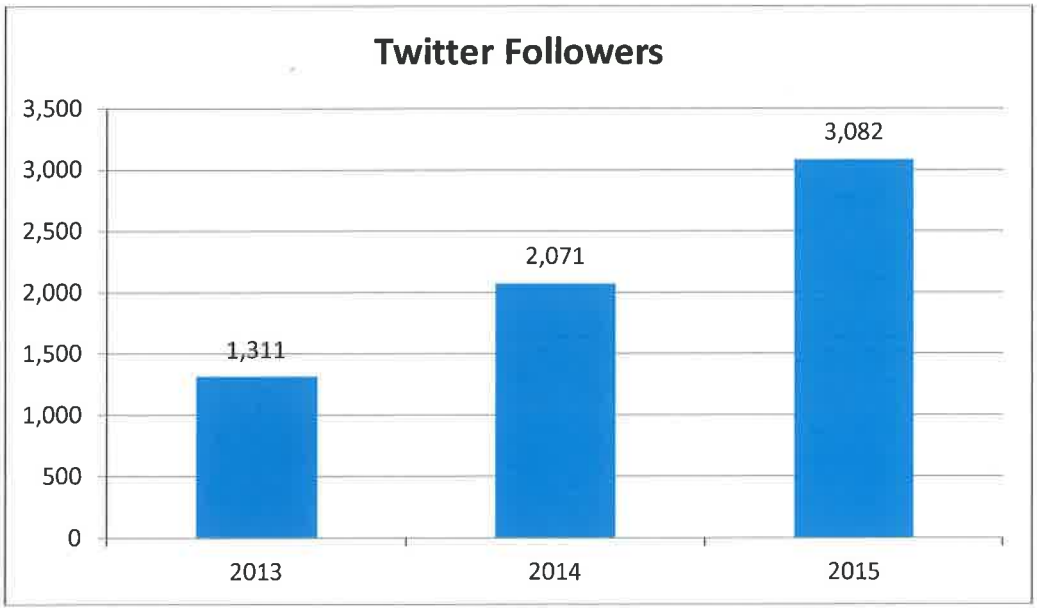
Evidence:

- Average open rate for Inside Unified e-newsletter is **27.5%** (7% higher than industry average).
- Average open rate for BOE Notes e-newsletter is **31%** (10.5% higher than industry average).

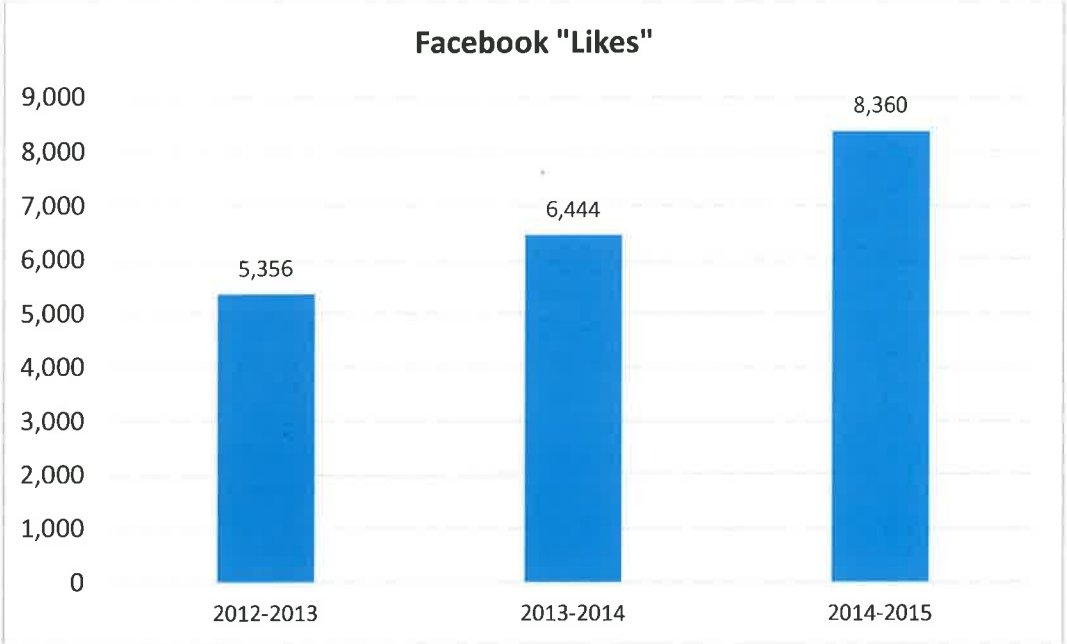


Indicator 6: (TIMELY FLOW OF INFORMATION/TWO-WAY DIALOGUE) Each year, the number of parents and community members who follow the District via social media (Twitter, Facebook) increases by 10 percent.	**In Compliance**

Evidence 1: 3,082 followers on Twitter; an **increase of 33% or 1,011 followers**.

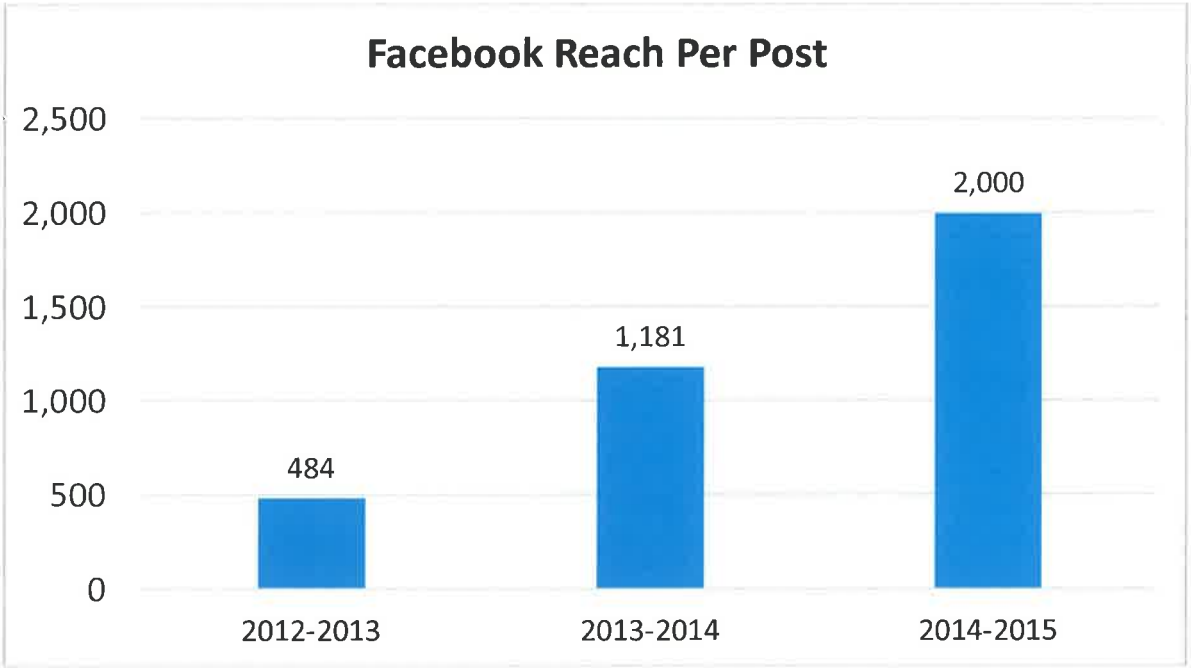


Evidence 2: More than 8,360 "likes" on our Facebook page, an **increase of 23% or 1,916 "likes"** from 2013-2014.

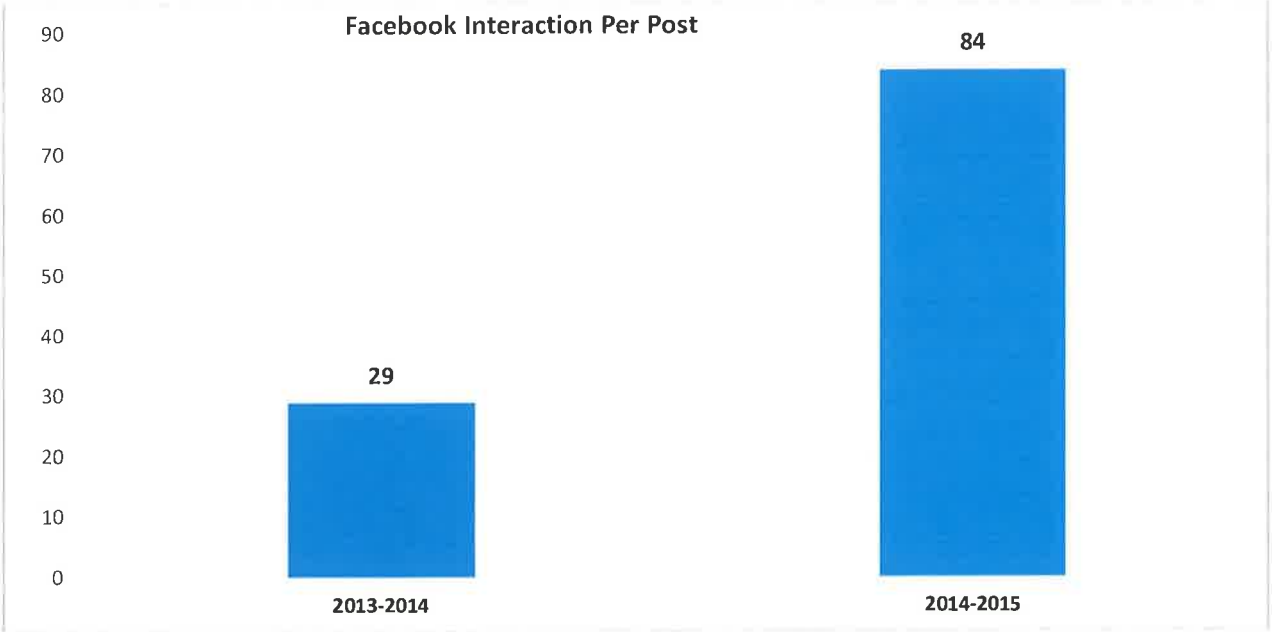


Indicator 7: (TIMELY FLOW OF INFORMATION/TWO-WAY DIALOGUE) Each year, the average number of users reached by each Facebook post increases by 10 percent.	**In Compliance**

Evidence 1: Average "post reach" has increased significantly over the past two years and by 41% over the past year. Post reach is the total average number of people who see each of the District's Facebook posts.



Evidence 2: Facebook post interaction represents the average number of users that liked/shared/commented on each of the District's Facebook posts. Facebook began using this metric last year. The high increase means we are engaging families on our posts significantly more – 180% increase this year over 2013-2014 school year.



Indicator 8: (INPUT/TWO-WAY DIALOGUE) Parent Key Communicator Committee will have representation from 70 percent of RUSD schools with diverse members reflective of the student body.	**In Compliance**
Evidence: 72% of RUSD schools were represented through actively participating parents on the 2014-2015 Parent Key Communicator Committee.	
Indicator 9: (INPUT/TWO-WAY DIALOGUE) The superintendent seeks input from and dialogue with community stakeholders and organizations at least 18 times per year.	**In Compliance**
Evidence: The superintendent presented to and engaged in dialogue at 61 meetings and events with community stakeholders and organizations during the 2014-2015 school year. See *Appendix A.*	

9.2	**The superintendent will:** Prepare and publish, on behalf of the Board, an annual progress report to the public that includes the following items: a. Data indicating student progress toward accomplishing the Board's ***Results*** policies. b. Information about school district strategies, programs and operations intended to accomplish the Board's ***Results*** policies. c. Revenues, expenditures and costs for major programs and a review of the District's financial condition.	**In Compliance**

Interpretation: The Board of Education expects the superintendent to provide comprehensive and relevant reporting to the community, at least yearly, on the District's succession to improving student achievement as measured in reports on the Board's results policies and a summary of the District's fiscal status.

- Publish: To make the annual progress reports available to the public in print and/or electronic form.

Indicator 1: The annual budget is submitted to the Board of Education and posted to the District website for public review prior to being finalized. Once finalized, the budget is again posted to the District website.	**In Compliance**
Evidence: A published 2014-2015 annual budget proposal and final budget were submitted to the Board of Education and posted here: http://www.rusd.org/district/budget-documents.	
Indicator 2: A link to the Annual School District Performance Report is posted annually to the District website for public review.	**In Compliance**
Evidence: The Annual School District Performance Report is available here: http://www.rusd.org/district/annual-school-performance-report.	
Indicator 3: The District Annual Report to the Community is printed and distributed to all District families and staff during the fall and also distributed to members of the community and made available to all stakeholders via the District website.	**In Compliance**
Evidence: The 2014 Annual Report to the Community was distributed: • Via direct mail to all District and private school families • Via interschool mail to all staff members • Posted on the District website here: http://www.rusd.org/district/publications • In the Racine Journal Times on Dec. 17, 2015 • To local organizations (Racine Board of Realtors, United Way, etc.)	
Indicator 4: All monthly Board of Education business meetings are video recorded and aired on District cable channel 20 (Time Warner) the day following the Board meeting.	**In Compliance**
Evidence: All BOE monthly business meetings were recorded and aired on District cable channel 20 (Time Warner).	

Indicator 5: The superintendent seeks opportunities to make public presentations at events/meetings in which current student achievement information and the state of the District is shared for community members.	**In Compliance**

Evidence: On several dates, Superintendent Haws and the chiefs made public presentations of the three-year Raising Racine plan and current progress and results.

- October 13, 2014 – Mt. Pleasant Village Board Meeting
- May 5, 2015 – Village of Sturtevant Meeting
- June 18, 2015 – Wingspread Presentation to Community Leaders/Representatives
- July 22, 2015 – Kiwanis of Greater Racine
- July 23, 2015 – Wingspread Presentation to Elected Officials
- July 24, 2015 – Founders Rotary
- July 25, 2015 – African American Roundtable
- August 7, 2015 – Founders Rotary
- August 13, 2015 – RAMAC Board Meeting
- August. 24, 2015 – Mt. Pleasant Village Board Meeting

Raising Racine progress reports are also available on the District website: http://www.rusd.org/district/progress-reports

9.3 Effectively handle complaints.	In Compliance

Interpretation: The Board expects that the superintendent to:

1) Make complaint forms and instructions readily accessible to stakeholders;
2) Respond to formal parent/community complaints quickly, within 5 days; and
3) Fully investigate and resolve all complaints in a timely and professional manner.

- Complaints: Includes formal complaints filed on the Parent/Customer Complaint Form.

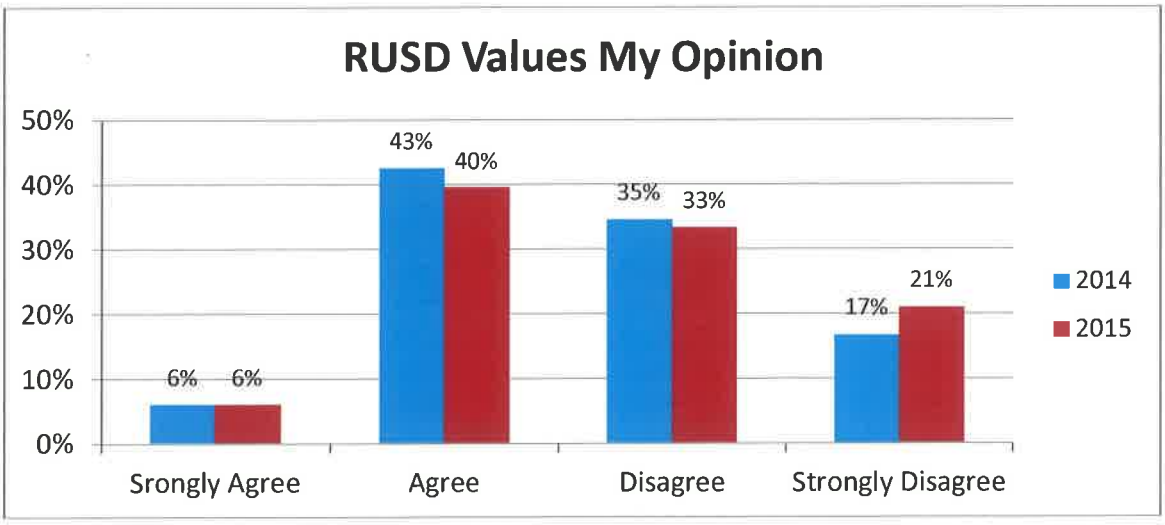
Indicator 1: The Parent/Customer Complaint Forms and instructions are readily accessible to stakeholders.	**In Compliance**
Evidence: The Parent/Customer Complaint Form and instructions are accessible to all stakeholders via the District website: http://www.rusd.org/district/forms.	
Indicator 2: 100 percent of formal complaints receive an acknowledgement of receipt within five business days, and 100 percent of formal complaints are resolved or moved on to next level of response.	**In Compliance**
Evidence: 100% of formal complaints were acknowledged and resolved or moved on to the next level of response within five business days (Appendix B).	

9.4 Maintain an organizational culture that: a. values individual differences of opinion; b. reasonably includes people in decisions that affect them; c. provides timely and accurate communication in all written and interpersonal interaction; d. focuses on common achievement of the Board's ***Results*** policies; **e.** maintains an open, responsive and welcoming environment.	**Not in Compliance**

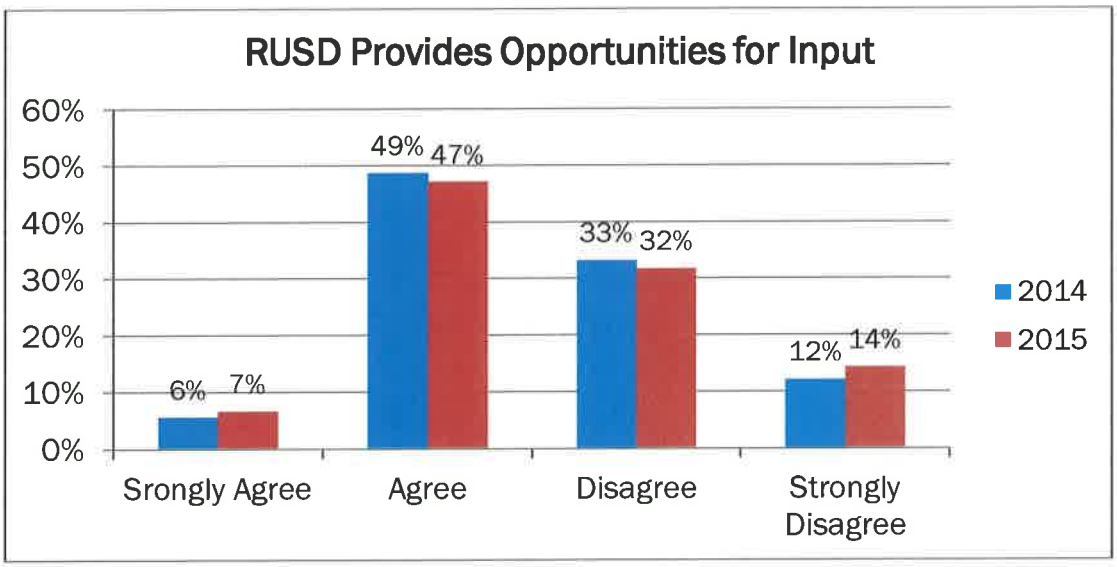
Interpretation: The Board expects the superintendent to ensure that all District staff demonstrates and conveys that the District holds with sincere value the following:

1) diverse and differing views of all external stakeholders as expressed in emails, letters, phone calls, committees, surveys, complaint processes and forums of any kind;
2) inclusion of stakeholder input and feedback in meetings, committees, task forces, forums and other venues when the District is making plans or decisions in which stakeholders have a vested interest;
3) ensuring the opinions and ideas stakeholders express are fully considered and included in final decisions;
4) priority for accomplishing excellent achievement and learning outcomes for students;
5) an organization that is open, friendly, warm and trusted as well as dedicated to addressing needs, questions and concerns from stakeholders.

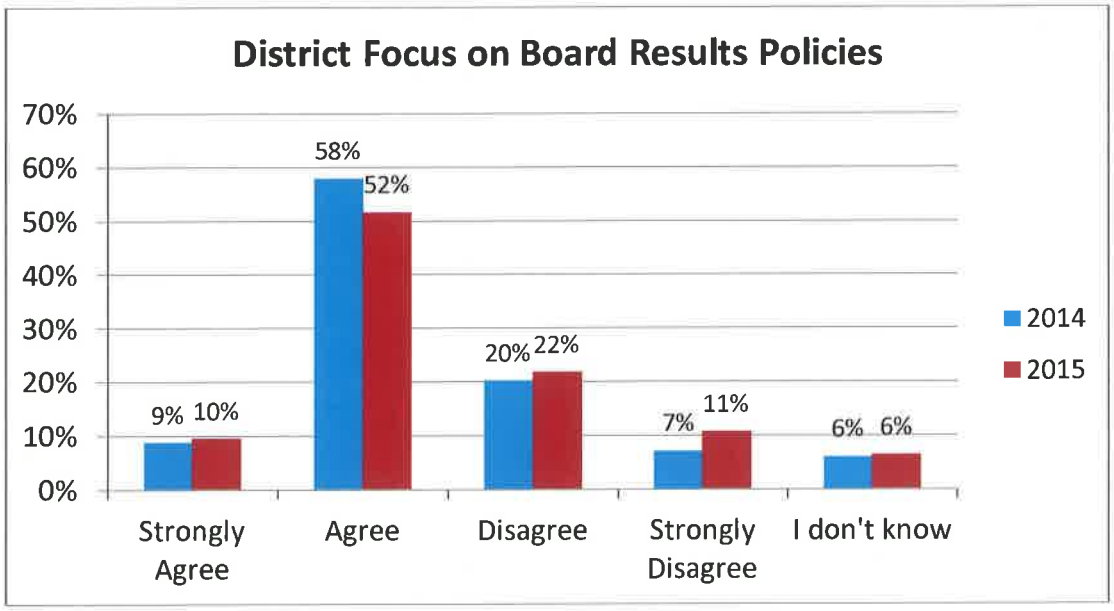
Indicator 1: The superintendent regularly engages community stakeholders through advisory councils in authentic two-way dialogue around District initiatives; members will represent all key stakeholder groups including: staff, community, parents and faith organizations.	**In Compliance**
Evidence: The Superintendent Advisory Council meets monthly and has 57 active members representing various stakeholder groups. The Referendum Advisory Councils meet regularly (dependent on project needs) and are comprised of more than 90 active members representing various stakeholder groups on the following committees: • Land Use – 12 members • Deferred Maintenance – 60 members • Olympia Brown – 42 members • Gifford – 43 members • Knapp – 46 members • Technology Advisory Council – 25 members	
Indicator 2: The percent of respondents to the Parent/Community survey who indicate they feel their perspectives and opinions are valued by the District will increase every year.	**Not in Compliance**
Evidence: In 2014-2015, 46% of respondents to the Parent/Community Survey indicated they believe the District values their opinions. This is a decrease of 3% from the previous year.	



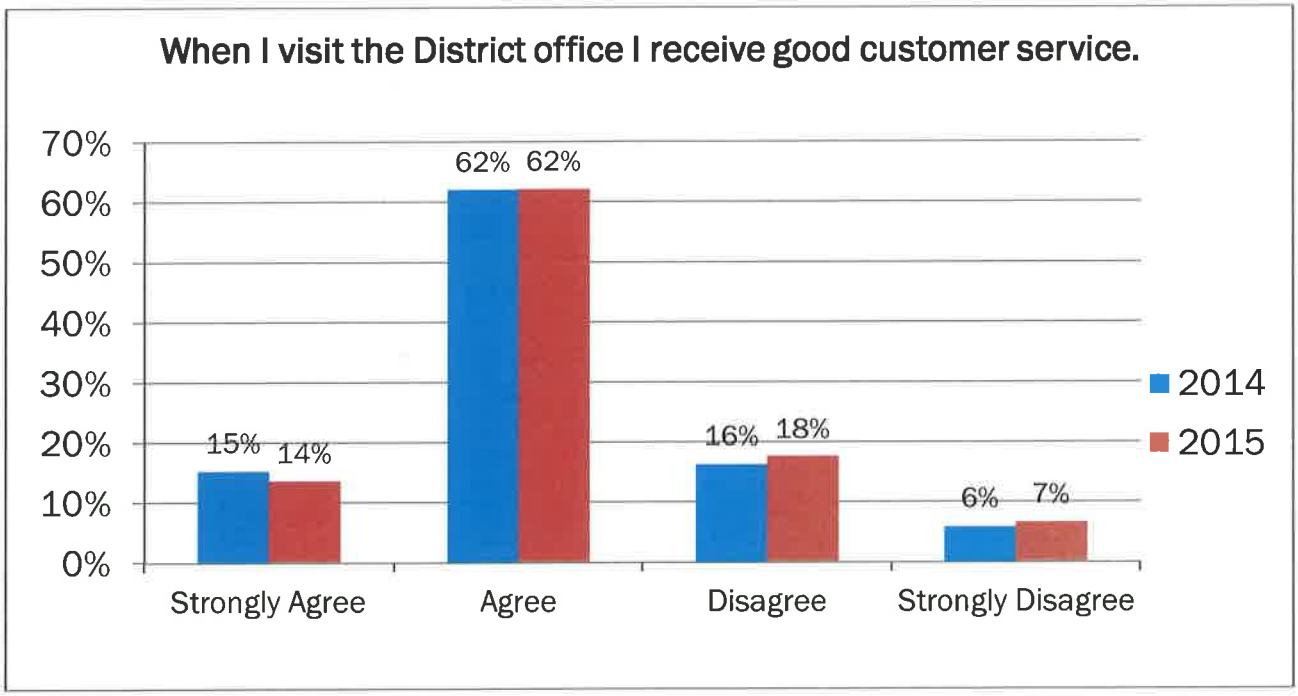
Indicator 3: The percent of respondents to the Parent/Community survey who indicate they have opportunities for collaboration and shared decision making with District staff will increase by 5% over the previous year.	**Not in Compliance**
Evidence: In 2014-2015, 53% of respondents to the Parent/Community survey indicate that the District provides opportunities for them to give input on decisions that impact their child(ren). This is a 1% decrease from the previous year.	



Indicator 4: The percent of respondents to the Parent/Community survey who indicate the District's main focus is on student achievement will increase 3% each year.	**Not in Compliance**
Evidence: 62% of respondents to the Parent/Community Survey indicated they believe the District's main focus is on student achievement in academics, workplace skills, global citizenship and life skills, a 5% decrease from the previous year.	



Indicator 5: The percent of respondents to the Parent/Community survey indicate the District provides good customer service will increase each year with a target of 80% by summer, 2017.	**Not in Compliance**
Evidence: In 2014-2015, 76% of respondents to the Parent/Community Survey indicated they believe when they call or visit, they receive good customer service. This is a 1% decrease from the previous year.	



Action Plan to Improve/Enhance OE-9:

Through the Office of Communications, the superintendent will continue to address areas of non-compliance in OE-9. The 2014-15 action plan includes:

9.4 Indicators 2 & 3: The District will work to increase engagement in the Thoughtexchange process, which provides opportunity for stakeholders to provide input on decision-making. Additionally, RUSD will continue to engage more stakeholders through various committees such as Parent Key Communicators and the Superintendent Advisory Council.

9.4 Indicator 4: The Office of Communication will work to ensure common language in District communication around student achievement, the North Star vision and core values to improve community awareness of the focus of our work around the Board's results policies.

9.4 Indicator 5: The Office of Communication will continue to provide customer service trainings for all front line staff as well as develop customized professional development for individual ASC departments. Following trainings, the goal will be to develop accountability measures (e.g. exit survey) for each department.

Capacity Building – Funding/Staffing:

1. Additional communication efforts to inform and engage stakeholders in two-way dialogue this year have begun already. Examples include:
    - Superintendent tweeting
    - Superintendent blog
    - Thoughtexchange processes – efforts to increase engagement

2. This year, we will change the time frame for distributing the Parent/Community Survey to increase participation and avoid survey overload and frustration at end of school year. We will also review and revise questions as necessary to provide more clear and valid data.

3. Dr. Haws/District will engage community stakeholders in development of Raising Racine 2020 Plan.

Appendix A

Community Conversations About the District
Septembr 1, 2014 - August 31, 2015

Date	Organization	Topic	Total
Sept. - May	Superintendent's Advisory Council (monthly)	9 times per year	9
9/11/14	Racine Interfaith Coalition (RIC)	Referendum	1
Sept. - May	Parent Key Communicators (monthly)	9 times per year	9
9/16/14	Bishop Kirby, St. Paul Church	Referendum	1
9/17/14	LULAC	Referendum	1
9/22/14	Pastor Keith Evans, Greater Mt Eagle Church	Referendum	1
9/23/14	PTA Council	Referendum	1
9/23/14	North Park PTA	Referendum	1
9/24/14	Pastor Nía, Wayman AME Church	Referendum	1
9/30/14	NAACP Community Conversation	Data and referendum	1
10/1/14	West Racine Kiwanis	Referendum	1
10/3/14	Founders Rotary	Referendum	1
10/3/14	RAMAC	Referendum	1
10/7/14	AAUW	Referendum	1
10/8/14	Kiwanis of Greater Racine	Referendum	1
10/9/14	Coming Together Racine	Referendum	1
10/10/14	Racine Dominicans Equity Committee	Referendum & Equity in education	1
10/11/14	NAACP Membership Meeting	Referendum	1
10/13/14	Mt. Pleasant Village Board	Referendum & secession	1
10/14/14	Racine Board of Realtors	Referendum	1
Oct-July	NAACP Quarterly Meetings	Various Issues	4
10/23/14	Delta Kappa Gamma	Referendum	1
11/18/14	Higher Expectations-Forward Racine		1
1/19/15	Village of Caledonia	Data/Progress	1
2/14/15	Love & Justice Breakfast	Christ Church United Methodist	1
3/19/15	Gateway College Board	Secondary Transformation	1
Sept-June	Quarterly NAACP Meetings		3
4/14/15	BIX (Business Ideas Exchange) Meeting	RUSD involvement with community businesses via trade programs the system runs)	1
4/18/15	Forward Racine	Higher Expectations work	1
5/5/15	Village of Sturtevant	Share data	1
5/12/15	RAMAC & Newspaper meeting	Career Pathways	1
6/18/15	Wingspread	Raising Racine Y2 & Budget Update	1
7/7/15	NAACP	Quarterly Meeting	1
7/22/15	Kiwanis of Greater Racine	Raising Racine Y2 & Budget Update	1
7/23/15	Elected Officials	Raising Racine Y2 & Budget Update	1

Calendars/Meetings - Lolli Haws - Community Mtgs to Talk About District

Appendix A – Page 2

Date	Organization	Topic	Total
7/24/15	Founders Rotary	Raising Racine Y2	1
7/25/15	African American Roundtable	Raising Racine Y2 & Budget Update	1
8/7/15	Founders Rotary	Budget update	1
8/13/15	RAMAC Board Meeting	Raising Racine Y2 & Budget Update	1
8/24/15	Mt. Pleasant Village Board	Raising Racine Y2 & Budget Update	1
			61

			LEVEL 1		LEVEL 2		LEVEL 3
School Year	TRACKING #	Copy sent to HC for Personnel File	Rcv'd at ASC	Resolution Date	Complaint Rcv'd ASC	Complaint Resolved	Received / Resolved
2014-2015	001		7/22/14	8/29/2014			
2014-2015	002			8/1/2014			
2014-2015	003		9/12/14	9/29/2014			
2014-2015	004			9/22/2014			
2014-2015	005	3/17/2015	9/24/14	10/1/2014			
2014-2015	006		9/26/14	9/26/2014			
2014-2015	007		10/3/14	10/9/2014			
2014-2015	008		10/8/14	10/14/2014			
2014-2015	009		10/8/14		10/8/2014	10/23/2014	
2014-2015	010		10/10/14	10/14/2014			
2014-2015	011		10/13/14	10/13/2014	10/13/2014	10/13/2014	
2014-2015	012	3/17/2015	10/15/14	10/16/2014			
2014-2015	013		10/22/14	10/26/2014			
2014-2015	014		10/22/14	10/24/2014			
2014-2015	015		10/24/14	10/30/2014			

2014-2015	016	3/17/2015	10/24/14	10/28/2017			
2014-2015	017		10/27/14	11/3/2014			
2014-2015	018		10/28/14	10/30/2014			
2014-2015	019		10/28/14	No response-issue resolved. See notation on complaint form.			
2014-2015	020	3/17/2015	11/4/14	11/5/2014			
2014-2015	021		11/4/14	11/7/2014			
2014-2015	022		11/5/14	N/A	11/5/2014	11/12/2014	
2014-2015	023	3/17/2015	11/10/14	11/11/2014			
2014-2015	024		11/12/14	11/18/2014	11/18/2014	11/24/2015	
2014-2015	025		11/13/14	11/17/2014	11/17/2014	11/24/2014	
2014-2015	026		11/14/14	11/14/2014			
2014-2015	027		11/20/14	12/4/2014			
2014-2015	028	3/17/2015	12/5/14	1/6/2015			
2014-2015	029	3/17/2015	12/12/14	n/a	12/15/2015-Peter Reynolds and Katie Hoss responded to parent.	12/18/2015	
2014-2015	030	3/17/2015	1/6/15	1/7/2014			
2014-2015	031	3/17/2015	1/8/15	n/a	1/8/2015-Contact was made with parent.	1/14/2015	
2014-2015	032	3/17/2015	1/16/15	2/6/2015			
2014-2015	033	3/17/2015	1/30/15	2/6/2015			

2014-2015	034	3/17/2015	2/3/14	2/6/2015			
2014-2015	035	3/17/2015	2/9/15	2/12/2015			
2014-2015	036		2/17/15	3/2/2015			
2014-2015	037		2/17/15	3/2/2015			
2014-2015	038		2/18/15	2/19/2015			
2014-2015	039		2/18/15	2/19/2015			
2014-2015	040		2/23/15				
2014-2015	041		2/24/15	2/24/2015			
2014-2015	042	3/17/2015	2/25/15	2/27/2015			
2014-2015	043	3/17/2015	3/2/15	3/4/2015			
2014-2015	044		3/3/15	3/6/2015	3/12/15 Sent to Kevin McCormick (note: KM contacted parent and left msg on 3/12/15. As of 3/16 a.m., parent had not returned his call). Kevin McCormick followed up again on 3/24 at 4:31 p.m. and left message for parent to contact him to resolve concerns.	3/24/2015	
2014-2015	045	3/17/2015	3/4/15	3/4/2015			
2014-2015	046	3/17/2015	3/5/15	3/6/2015			
2014-2015	047	3/17/2015	3/6/15	3/20/2015			
2014-2015	048	3/17/2015	3/9/15	3/25/2015	Mom came to ASC 3/25/15, upset that teacher had still contacted her. Kevin was going to call parent. Complaint was resolved on 4/17/15. SST was held.	1	

2014-2015	064		4/13/15		Kevin McCormick spoke with parent on 4/20. Parent confirmed that complaint should be considered resolved.	4/20/2015	
2014-2015	065		4/21/15	5/21/2015			
2014-2015	066	4/28/2015	4/28/15		Employee went on leave the next day and has since then resigned.		
2014-2015	067		4/28/15	4/30/2015			
2014-2015	068		4/29/15	4/29/2015			
2014-2015	069		5/1/15	Sp. Ed. Teacher contacted parent on 5/14/15 to schedule IEP. Mom did not attend. Hung up on Kerrie McCullough.	Closed per Joan Kuehl. 5/20/15		
2014-2015	070	5/5/2015	5/5/15	5/12/2015			
2014-2015	071		5/5/15				
2014-2015	072	5/11/2015	5/8/15				
2014-2015	073		5/11/15	5/28/2015			
2014-2015	074		5/11/15	5/28/2015			
2014-2015	075		5/13/14	Parent contacted Principal 5/13/15			
2014-2015	076					6/18/2015	
2014-2015	077		5/14/15	5/15/2015			
2014-2015	078		5/15/15	5/20/2015	15-May	6/10/2015	
2014-2015	079			5/21/2015			
2014-2015	080		5/20/15	5/21/2015			

2014-2015	049		3/11/15		Kevin McCormick contacted and left a message on 3/26 @ 4:33 p.m. that he would call her on 3/27 regarding out come of investigation. K.M. called and left a msg. on 3/27/15 at 11:45 a.m. Ms. Schonert called on 3/30/15 in afternoon & evening. K.M. called and left a msg. on 3/31. Letter sent to parent 3/31/15	1	
2014-2015	050	3/17/2015	3/12/15	3/23/2015			
2014-2015	051		3/12/15	3/23/2015			
2014-2015	052		3/16/15				
2014-2015	053	3/17/2015	3/16/15	3/24/2015			
2014-2015	054	3/18/2015-Response sent 4/13/15	3/18/15	3/30/2015			
2014-2015	055	3/18/2015-Response sent 4/13/15	3/18/15	3/30/2015			
2014-2015	056	3/20/2015	3/19/15	3/20/2015			
2014-2015	057		3/20/16	3/24/2015			
2014-2015	058		3/20/15	3/20/2015	3/25/2015	no	5/6/15-5/19/15
2014-2015	059		3/20/15	3/29/2015			
2014-2015	060	3/23/2015-sent Principal response 3/30/15	3/23/15	3/29/2015			
2014-2015	061		3/27/15		3/27/2015	4/2/2015	
2014-2015	062	4/1/2015	4/1/15	4/15/2015-mtg. held 4/24/15			
2014-2015	063		4/13/15		Kevin McCormick spoke with parent on 4/20. Parent confirmed that complaint should be considered resolved.	4/20/2015	

2014-2015	081		5/21/15	6/22/2015			
2014-2015	082		5/29/15	6/1/2015			
2014-2015	083		6/3/15	6/5/2015			
2014-2015	084		6/4/15			6/11/2015	
2014-2015	085	6/5/2015	6/4/15	6/9/2015			
2014-2015	087		6/8/15	6/11/2015			
2014-2015	088		6/9/15	6/13/2015			
2014-2015	089		6/10/15	n/a	6/10/2015	6/25/2015	
2014-2015	090		6/12/15	6/12/2015			
2014-2015	091		6/12/15	6/16/2015			
2014-2015	092	6/24/2015	6/24/15	6/24/2015			