

Do you have any feedback or suggestions for ways the WCS Communications Department can improve district communications?

Create pages/landing points for each schools sports teams for parents to gather information.

1. Stop referring to parents as "stakeholders".
2. I think communication has been great! I like and prefer receiving a text that tells us what we need to know. And if it's a lengthy explanation the text says to check your email for further details.

A

A call, text and email is a bit too much. One method would suffice.

a great job so far

A little more focus on what we need to know. The special interest stories make a good blog but keep the newsletter to important information.

Also, in one week, we can get your email, one from the school, one from the teacher and one from the PTA. It's a lot!

A monthly newsletter - this could explain to employees and parents what the county is working on and new legislation that is happening. Also, the concerns of the county like teacher/sub shortage, bus issues, etc.

A phone call is always best for me.

A text with important info would get to people quicker and lower the amount of emails received

Ability to opt out of transportation emails

Ability to opt-in/out of different forms of communication, especially with calls and texts. It seems wasteful to get a call and a text telling us to check out email about non-urgent items.

Add an electronic sign in front of school

Add info to Skyward. I check Skyward most often to keep up with my child's grades and possible missing assignments.

Again - Social Media driven campaigns that are really managed to keep them at the top of their feeds would be great. Overall IG, not just the individuals that highlight individual sports, arts, etc... Selling and marketing each school vs just WCS is important for parents and students to feel engaged.

Alert teachers before parents and community please. Teachers are always left in the dark yet expected to know what is happening.

All of the calls appear to be from the same number. For example, and call from the school nurse appears to be from the same number as a generic reminder from the principal. A very important announcement rings shows at the same number as a generic reminder. The volume of calls tends to lead to tendency to let them go to voicemail and a parent could miss a very important call from the school regarding their child.

Allow a second email as the primary. My wife gets the emails and I miss out on some.

Allow all the schools board meeting to be streamed without muting

Allow choice for how info is received and use that one format instead of multiple sources.
Allow option for text OR email OR phone calls. I get all 3, plus student specific communication, and it's too much
Allow subscribers to update their communication preferences. For example, I'd like to receive a text saying please click through link for important information.. and include a link to a Google document instead of a text and call saying to check my email. I'd like to be able to opt out of the call and email and just get all the information from the text. Others may like to opt out of the text and just receive an email which could have the same message to click through the provided link for important information.
Already stated above.
Any announcement made should be readily available in all social media outlets including email
app is great! Blackboard call outs are wonderful
Appreciate the district's communication efforts and their desire to constantly improve.
As parent, I am generally just looking up calendar items on district and school webpages. I likely use resources less than most parents, however, since I work in the district.
As a small business owner in Nolensville I find the text communication to be the best form of communication with my clients at DPV Music Lessons. I appreciate the messages from WCS. As an employee I've noted significant improvement over the past few years - I don't have suggestions for improvement as I feel our district is doing very well with communication. As a parent of a HS student I do feel that communication can sometimes improve. I appreciate that student centered approach but when my student is confused our I attempt to follow up as a parent finding information can be difficult (ex, my son who graduated 2021 w/>4.0, 34 ACT, and oodles of service and extracurriculars did not meet deadline for National Honor's Society and was not inducted - it was VERY frustrating as a parent and we attempted to find information for him as he stated he had no clue how to find info). I suggest a more interactive calendar with EVERY event/deadline for each school.
As I'm not on social media, I appreciate the e-mail notifications with important news as well as the notifications from the app. Please continue both of these methods of communication.
Ask parents what they want instead of telling them what the school decided
At least 24 hours before every school board meeting, you should tweet a reminder of the meeting time, location, and date, as well as agenda bullet points. That way parents can see what you will be discussing and better choose to attend if something is important to them.
At this point I think the lines of communication are fine.
Automate with an AI bot on the website for frequently ask questions that are difficult to find.
Avoid duplication from phone messages and text/email. Allow for either/or instead of both
Avoid social media
AWFUL COMMUNICATIONS. Unorganized, missing e-mails, too many text and voice mail
Be brutally honest, and truthful in all communications. ie non existant federal mask mandate. Dont lie to us, we know the truth you look really bad

Be consistent. Often I will get a text and no email or an email and no text. Website could also use some updating.

Be more consistent in the order for communication. I do not appreciate answering a phone call that tells me I should go find an email for information. Give me the information in the phone call.

be more personable and stop hiding in the admin building

Be sure to indicate which school is being referenced. Especially for bus communications. We have 2 students at 2 different schools who ride the same bus #. Messages don't always say which school the bus is coming from that the message relates to.

Because I have the same child enrolled at the middle school and the high school, I receive 2 emails from the school/district. Combining them would be helpful.

Can emails not be sent weekly instead of daily? Or maybe just twice a week.

Because I receive emails, I feel that communications are good for employees. For others, I think text messages, emails, and social media would be good. Does WCS have a Facebook page? I know that there is a Twitter page.

Best communications team in public education!!

Better communication with parents that have a child that lives in 2 households.

Better notice before school board meetings. Provide minutes for all meetings

Better websites for the schools

Better websites. Too much hate allowed on social media comments. Horrified by comments and disappointed WCS allows those to continue to comment. Time to block those that can't participate properly.

Better/more communication so that we, as parents, know what is going on.

Brevity would be appreciated. Less for teachers to type, and for parents to read. Often it's paragraphs for what would be 2 sentences about the main info the parent needs.

Build a better website that is easy to use .

Calendars are rarely up to date on campus websites, it would helpful if they were updated more often.

Call snow days as early as possible.

Call, Emails, and Texts are best

callouts and texts work well

Can you show a ticker of how many children have left WCS because of liberal policies overtaking the school board? Could be helpful for administration as well since that data point is a direct reflection of leadership. We started with 3 kids in WCS this year and now are down to 1. We WANT to love WCS, we believe in you all.

can't think of anything.

Carol Birdsong does a great job!

Carol Birdsong was horrible when it came to accuracy in emails. Someone else needs to handle details.

Certain times of the year I feel like we get bombarded by emails, social media, etc and it is hard to keep up with everything. Maybe combining some emails with the same info would help.

Child's school should help to distribute district communications to all parents.

Clarify tabs, make it a one click experience

college days would be good to know about in advance, if any?

Comms seem to be working well

Communicate clearly with their employees and shrink central office and give more money back to the teachers.

Communicate more timely and efficient

Communicate with employees before families and/or students.

Communicate with parents and understand what they need from our schools before making arbitrary decisions to teach harmful issues, make inappropriate and harmful mandates, etc. understand that WCS only exists as a service paid for by the taxpayers. Learn what your constituents actually expect of you instead of allowing board members to run amok with power and control.

Communication i find pretty well done. I would love to see a staggered schedule between elementary, middle and high schools though but that wasn't asked :)

Communication is always very clear and proactive â€” thank you!

Communication is effective. However, we are not getting emails from GMS this year but have in the past. I have reached out to school counsellor but it has not been resolved.

Communication is excellent. The information is available if WCS residents want to access the website. Thank you.

Communication is good

Communication program is a good program

Communications department does a phenomenal job!!! Keep it up!!! Appreciate you guys so much!

Consider the impact of PTO newsletter. Parents don't distinguish that from "district communications". It's just all news from the school.

Consolidate FAQs after school meetings so parents can search them online.

Contact students about things more

Continue both direct text and email communication over social media notifications that get pushed/sorted/prioritized out of view

Continue text message reminders and short and to the point e-mails AND newsletters from principals with links is helpful.

Continue text messages. This is the best form of instant communication. Even if tells you to check your email, which I need

Continue to find ways to improve communication with external stakeholders
Continue using all outlets including social media, phone, and emails. Phone messages and texts are still most preferred as a parent of WCS students.
Could host town hall-type meetings where people can attend to get briefings and ask questions. Might work in cooperation with school board members to host these in local communities.
Create an app
Create an option to select among phone/text/email communications. Getting all three is overwhelming. Parents should be able to choose which option(s) they want. I know this can be done because organizations do it all the time (including the one I work for). For example, I would choose to receive email/text but not phone. Even better, you could make the "triple blast" required for everyone for communications that are very time sensitive, such as school closings.
Create web-based online forms for services that the general public needs, i.e. transcript requests. These forms should be connected to the appropriate schools/individuals responsible for responding to these requests. Finding info on WCS webpages can be difficult because of how things are labeled. Also, it is extremely difficult to post helpful info on webpages because of all the restrictions. We used to have a tremendously helpful webpage where people could find most of the things they were looking for. Now, it seems, that we can hardly post what is needed.
Current method satisfies our family needs.
Daily emails are too much. Ideally you would have an email system and parents could subscribe to only the content areas of interest. Folks are so busy and so inundated that it's easy to just give up on the whole thing.
Direct link to skyward/student information
Disable comments from social media! There's too much negativity brought against teachers and schools on social media and all it does is create tension and chaos. :(
District website is difficult to navigate if you are looking for a specific item (ie lunch menu), going to the 'search' doesn't give the link or page you want.
divide emergency messages and everyday communications, so we read at once what is important
Do a great job! Keep it up.
Do not use Facebook. Many do not have or are reducing their use. Text and email are the communication avenues that are checked daily by parents.
Do not allow people who do not have children in WCS schools to attend WCS board meetings.

Do NOT censor Board Meetings even if the parent comments are not agreeable to your agenda (recent censoring of parent comment--if those words can appear in a book readily available to our children at multiple schools, it can be read out loud at a board meeting). Ensure the links to school board meetings can handle the internet traffic--multiple times the link has not worked to watch the board meeting online. Do not send email messages to spam if they contain content that goes against your agenda. For example, I have been in the WCS system with children for 7 years and only 1 time in these 7 years has a message from Carol Birdsong gone to spam and that was the message reporting that the Board had voted down the mask mandate (finally!!). Provide truth--there was NEVER a federal ruling REQUIRING masks in our schools.

Do not communicate anything until the decision is final and taking all aspects into consideration.

Do not implement CRT

Do not like the very early morning phone calls. Prefer texts.

Do not send a text message that you have sent an email.

Do not send conflicting messages. Very confusing. Keep the message concise and simple to read and understand.

Do not use social media. Be more open and honest. Include more Rumor Mill items.

do phone or text or email. i hate getting multiple notifications across platforms for the same information.

Do you have any feedback or suggestions for ways the WCS Communications Department can improve district communications?

Do you post notes and/or minutes from the school board meetings? If so, please let me know where I can access that information. If not, please post those regularly available.

Doing Good

Doing great!

Don't mute school board meetings. Makes WCS look untrustworthy. When something tricky happens like porn in libraries, make a statement. Don't just ignore it. Be the hero and acknowledge it. Then give a prompt solution. We're all waiting to hear about the libraries and the curriculum. WCS does not seem to care about protecting the kids from inappropriate content so please don't say the meeting was muted to protect the kids. Use your communication tools to quickly communicate when parents are upset. The library situation needs an immediate statement. As does the findings of the reconsideration committee. WCS knows parents are upset yet there seems to be little urgency to communicate real action. Thank you.

Don't call and text to tell me you sent an email.

Don't censor speakers at School Board Meetings in the online feed.

Don't just post on social media, for the numerous folks who do not use social media. Text and phone calls are most helpful in an emergency. Please put emails on the websites.

Don't need to be notified by text, call and email. Can you choose one preference per family?

Don't send a TXT message saying check your email. That's Stupid and a waste of my time and attention. Be respectful to that. Include enough information in the TXT to make people want to check their email. If they don't check email, the TXT isn't helping anyways. In addition, when in critical situations, information from the district should be timely. Complaining about misinformation about a situation when the school has NOT provided accurate information in a timely manner is petty. We want to support you. We also want to be informed about our kids. Using an intrusive delivery mechanism (SMS, TXT) should be reserved for critical time sensitive information, not 'check your email'. By that same token, USE THE Intrusive mechanism to deliver time sensitive information quickly.

Dress like pirates?

Each board member should be responsible for communicating to everyone in their district, whether they have a child in the school system or not

Early morning no school alerts via phone not to call so early (closer to 6am preferred)

Easier flow of websites

Easier link to email staff members and standardize emails. They are formatted differently making it cumbersome to send communication.

Either send a text or call, not both. An email is fine too. I like the app. Put essential notices at the forefront of the app.

eliminate the multitude of social media paths

Email

Email and postal mail works

email and text is best. phone calls seem redundant as it is just someone reading the email to me

Email continues to work best for me

Email OR call, dont text and tell us to look at our email

Email, text, phone call is best for my family.

Email/text is the best way

Emailing, texting, and calling is redundant and very frustrating when it is non-work hours.

Emails and newspaper

Emails and phone calls work best

Emails and texts sent a couple days before important deadlines and not just the night before. Incorporate a calendar function to emails about meetings or deadlines so they can be added to a Gmail or Outlook calendar. Also, consistently use one email address for sending notices. Emails sent from varied/new email addresses can get diverted to spam/junk mail folders.

Emails work well.

engage students to be the content creators

Everyone doesn't have internet, so maybe newsletter, or flyers in the mail.

Everything is laid out nicely and easy to find.

~~fewer SMS unless emergency--Sports clubs and school events information should be sent on school website only so as SMS is seen as more impactful when it is sent. I have nearly unsubscribed because SMS is so frequent and sometimes is not relevant news coming in that mode of communication.~~

Find the website hard to navigate

Fire Golden!

first preference should be communication through the email.

first preference should email

fix the bus situation vs over communicating busing problems (far too often)

For district-wide communication, I'm happy with email and text

For me, I do not prefer to get a text stating an email has been sent. This is a nuance text for me. Prefer content in text or not to send.

Also, difficult to receive text and email twice a day for school bus change (5:30 am and 1:30 pm daily) that applies to so few students. Many parents likely unsubscribed from communications because communication was so frequent and applied narrowly.

Get the community engaged by hosting raffles prizes - maybe trivia days of about the county and the VIISION of where it's going.

Get up with the times the way y'all communicate is old school. ha get it.

Getting a phone call, email and a text is a lot. I would prefer one instead of all three. Especially since I am a teacher and have 2 kids in elem and middle...so I get 3 notifications for each.

Getting to know parents personally

Give an option for only one or two ways to opt in, I get the same info through email, text, voicemail, Facebook

Give us an option to receive a phone call OR email OR text, but I don't need all 3.

Go back to call outs. I don't have internet or a cell phone service at home, so I only get information from home by phone calls.

good comms overalls - don't email, then call, then text - do one, but not all at the same time... call you to tell you to check your email doesn't make sense.

Great job!

Great Job!

great WCS additions for texting and the WCS app from years past!!!

Happy

Have a call into number

Have a standard feedback form on your website to elicit honest opinions/suggestions. The best communication is balanced, two-way communication.
Have had but none come to Mind currently
Have instructions/info available in Spanish, Turkish, and other applicable languages
Have one place that parents/staff can go in order to get all the information. It seems disjointed and scattered all about at times.
Have someone update it everyday.
Have tried for two years to get the the Independence HS weekly newsletter however still can not get it. My wife does however I travel and so I am unable to stay informed
Having at least 2 forms of communications provided by the person.
I absolutely love the text options for important info. like inclement weather or school closing.
I am a big fan of the text messaging system and believe the emails are helpful also.
I am able to find the information I need from one of the communication sources. I am pleased.
I am able to find what I need. :)
I am content with the email system that is in place. I have not used the facebook version, perhaps that will be helpful to utilize. If something of true importance then I would welcome texts directing to read the update via email
I am great with the text/email system!
I am happy with communications
I am happy with your communication you currently have in place.
I am new to the area and as a parent I really didn't know how or where to reach out, so I feel fairly uninformed
I am not a fan of texts to check email. I want a little more content. What is the email about? Often the emails are slow to roll in. For example, I received a text from my children's school on Friday to check my email. Nothing was ever emailed. I usually get the emails. Sometimes the emails are too vague. For example, I have 3 children in SPED classes and RTI for at least part of the day. After another text, I received a generic email saying that my child who is pulled out of classes for special interventions was in contact with a confirmed Covid individual. Well, which classroom/child? None of my children have the same case holder nor are they in the same rooms.
I appreciate getting a call, text and email. Thank you!
I appreciate texts and emails.
I appreciate the phone calls/messages, texts, and emails when there is information for parents to know asap. I really dislike having to go seek it out on WCS websites or apps. I always forget and rarely have time to search for such information.
I appreciate you sending this survey to hear what people have to say. Thank you!

I believe that the communications department does an excellent job in providing information about what is happening in the district. If people want to know about the school district, there is plenty of opportunity to see it on the district platforms.

I believe the communication about what communication is available and how to access is what needs to be improved the most. I had not heard of the newsletter. Also, it is very difficult to find/get information for logging into Skyward to check child's grades/progress.

I believe the communications are effective. However, sadly, I doubt I'll pay as close of attention once our children graduate high school.

I believe there is good communication to staff members within the district.

I bet you have a Committee and I know the School Board is involved but how about including retired teachers, principals, former students, and WCS staffs. Although I am a retired WCS principal, I still want to know about the schools I love and the population and general information that makes our school system the best in the nation.

I did not realize there was a WCS App to be utilized.

I do appreciate skyward for teacher communications. It's great to have it all in one place and not lost in my email or hinting through other pages. Maybe there could be links to other sources of info in skyward, like I focus and social media pages. The calendar also could have filters to show different events like plays, concerts, sport events, dances, pta meetings, etc. social media and websites could also remind folks to check skyward. An understanding of what information can be found where would also be helpful. Like i know now I should go to skyward for academics but the other sources for local events. No one explained this, we had to figure it out. And I only just found out about infocus through this survey. If I called and asked a question folks were so very helpful but if I didn't know what to ask I would never find out in time.

I do like getting immediate updates direct to my phone via text, call or email but not all 3. Provide a way to opt out/in to just one method.

I do not find the main WCS site to be very user friendly. It always takes a while to find what I'm looking for.

i do not have any additional improvement suggestions

I do not like the video communications. I used to read the Superintendent's messages regularly, but I do not have time to watch a 15 minute video when I could read the information in a quick scan. I never watch the video chats. Videos are effective as additional information if I want to learn more or see pictures after reading the highlights, but watching Carol and Jason chat is not an effective way to communicate.

I do not.

I do not.

I don't

I don't feel like I receive enough information about school board meetings. What will be discussed, voted on, etc.

I don't have any feedback

I don't know of any issues. I feel that if there is something that I need to know or find out that wasn't already communicated, I can search for it on the internet, social media platforms, or call the school!

I don't find InFocus regularly necessary; there are times I am interested by some of the content, but I think the articles could easily be transferable to Facebook content.

info come to me in an unbiased email or text where I get the story and don't have to look at comments.

I don't like how the staff contact information on the school website is not organized by grade or department. I also think it would be helpful for staff pictures be available as well.

I don't like receiving a text that says go check my email. Either just send an email or put the info in the text.

I don't look at inFocus as much as I used to as it seems to mostly have news about elementary schools. I'm not sure if the highschool stuff is buried or non-existent but it would be nice if there was a preference that let you specify which age group (and/or which school) you wanted sorted to the top. Generally I like the phone+email communication systems in use for the school and county. A couple things I'd like to see on the school website - (1) restore the staff directory so I can find teacher emails and (2) we get an announcements email once or twice a day from the school. While I like I getting that in email, I wish I could also find that info on the website... particularly if it appropriate items could be displayed in a calendar of school events.

I don't need a text, email, phone call and notification that the app has been updated. Let parents choose their preferred method and just us that one

I don't need a text/call AND email. One would be sufficient. It's too much when I have four kids at three schools.

I enjoy the blast communications. They are not sent often, so I know they are thoughtful about what is sent and how often they send info. I find infocus emails less informative.

I feel communication with our school system is sufficient.

I feel like I am always in the loop with good school info

I feel like I stay well informed of announcements now that they use text, phone call and email and I keep up with what is happening in the schools with In-Focus, which I think is done very well.

I feel like it is good as is.

I feel like some information gets locked away in Facebook posts, and I would rather not use Facebook.

I feel like sometimes it is overkill. I do not need a text message informing me that I have received an email unless it is extremely time-sensitive. When you have three children in three different schools, sometimes I feel like my email inbox is only WCS mail, and then I am getting texts on top of that - it is too much

I feel like texts should be reserved for more important info. I don't need a text to remind me to read a newsletter or buy spirit wear. Getting too many notifications too often leads me to ignore which means possibly missing important information.

I feel like the important communication is typically pretty timely and effective.

I feel that communication is being handled well - as it is today.

I feel that I am informed and can find answers to questions easily with methods already in place.

I feel there are multiple options in place for everyone's preference.
I feel they do an awesome job!
I feel we are very well informed. There isn't a time when I have felt that there is a lack of communication or resources. Additionally, when I have had questions, I feel they are addressed within 24-48 hours. I am very pleased at the level of communication from the district.
I feel well-informed! No suggestions.
I feel you all do a great job!
I find communication very well done
I find it difficult to locate/contact employees at the district level. There is an index, but it does not have everyone listed, it seems (on the website). I appreciate Carol Birdsong and her keeping me up to date. She does a very wonderful and professional job, especially when delivering news we don't care to hear! :) Jason Golden has been wonderful with explaining things in a way that's understandable to everyone. He doesn't come off as smug or "above" us - I appreciate what he does for our schools and employees.
I find the communication to be pretty good. Just always keep in mind to be transparent and timely with communications. Parents get pissed when something is going on that affects their kids and they don't get notified in a timely manner. It's stressful to send kids off to spend the majority of their time away and not know what is going on. Even for parents of seniors like mine! I prefer over communication rather than no or little communication. Just come out with it. We are all adults (although, you would not know it from the way some adults behave at board meetings :).
I find the current options working well. I receive text, email and calls. I know the information might also be available in social media and WCS website, but I don't search for it because I know that if something new comes up that is relevant, there will be an email or a call.
I find the website information can definitely be out of date - and that email is the freshest most accurate detail available. However, if what you are looking for info on isn't emailed, you are on a manhunt to track it down.
I get all the information I need. I think the Communications department does an excellent job.
I get multiple emails from a specific teachers and the principal many of which has repeated information. I have two children in middle school so that is a lot of emails. Coordinate communication to parents more. I want to hear more from my children's teachers about the improvement or difficulties that they specifically face.
I get plenty of communication from WCS
I have been trying for months to get on the district communications email. I have yet to be added. I have reached out to the people I was told could help, without success. I don't even get messages to the email that you have listed for me on this survey!

I have had no issues with district communication as a parent or a teacher other than perhaps over communication. I think the tendency for most people not closely aligned with the district is to disregard most school related messages simply because they feel bombarded by the level of constant communication. On the other hand, there is also a tendency to blame the district for failure to communicate when the recipients have simply never opened the email or listened to the messages to ensure forms, applications or choices are made within the district guidelines. It is certainly a no win situation for the district.

I have no complaints with the districts communications

I haven't received any phone messages this year. I haven't requested for my phone number to be removed from receiving phone messages. My wife has received several, but my phone hasn't received a single one. I have received the text messages & emails, though.

I honestly feel like communication is great

I honestly think they are fine. I have been able to find what I wanted to find.

I like texts alerting me to important information that will be coming in a newsletter or separate email.

I like that they update Twitter most often. That's the quickest place to get info.

I like the email - text and phone calls, I can always be reached through one of those.

I like the email/text combination that you have started. I think this works the best for me. I use Facebook a lot so I would be good with more groups.

I like the individual school newsletters. I don't need to know what's going on in another school that doesn't pertain to our family.

I like the level of communications I receive

I like the multiple tiered approach....text, webpage, etc.

I like the phone call

I like the phone calls and emails.

I like the text and email alerts

I like the Text Messaging Alerts and Emails. Also, the WCS Website is good with the ClassLink. Thank you.

I like the text messaging and emails.

I like the text msg that says "check your email for updates."

I like the text that lets us know there is an email to read. That is helpful!

I like the texts alerts saying there is an email to read. I don't get all the emails, so it lets me know I need to ask a friend to forward the information.

I like the texts and emails best.

I like the way we receive communication!!!

I like the way you communicate

I like the ways as they are. I feel like school newsletters, class newsletters and emails are more effective in every day communication.

I like written copy of what happens at board meetings. I often don't know what is on the agenda and don't have time to watch the entire video recap

I love getting a text telling me there's an email. When I am not at work, I don't check my email. But if I receive a text saying that there's one from WCS, I always go to read it.

I love infocus and I'd keep facebook and instagram

I love Receiving the text messages.

I love that WCS utilizes texting!! Keep texting! It's the quickest and easiest way to hear from you!

i love the texts and autocalls - timely and informative

I love the use of Twitter for quick important notices like snow day, late start due to weather. It's a good back up to the phone system.

I neglected to add in the website section: Why are we no longer allowed to use google forms (or a similar process) on our school website? It's a great tool that we have successfully used for many things. If it is an accessibility issue, it seems we're throwing the baby out with the bath water. We can offer alternatives for those who can't access a google form.

I personally like a bulleted list at the top with detail below so I don't have to scroll through an entire newsletter to see if there is anything that interests me. I often don't read things I might because I don't scroll down to see it.

I prefer a text along with an email. Phone calls aren't necessary when a text is sent to all numbers associated with each student. (le- school closing for weather, etc) Thanks!

I prefer and appreciate texts the district/ admin send out. It's easy, quick, and accessible for all. Thank you for that!

I prefer text or call. I receive soooo many emails.

I prefer text over voicemail.

I prefer texts - not that say check your email, but that give me info or provide a link to the info. To make me go to email is another step. And also see previous answer thanks

I really appreciate the Department and think you are doing the best you can. If parents can't find information, that is on them- there are plenty of places to look. Is it a lot of information? Yes. But it is there. Now if this is due to language or access to the internet, well that's definitely something that can be addressed and it should.

I really have found the WCS app to be helpful. I have the app set to alert me and I find it really helpful

I really like the text message prompts. It catches my immediate attention.

I receive calls on 2 phone numbers. Including how to reduce this to the primary one would be helpful in an email.

I think a great job is being done.

I think communication is great. I always get an email and call to let me know what's going on in the schools.

I think email and phone communications are the most helpful
I think everything is fine
I think giving parents a choice on how to receive communication. I don't need a text and an email and a phone call telling me to check my email for the information.
I think it is done very well.
I think it's adequate as is.
I think it's already well done. Pls hold on to basics, like emails, text alerts, and publications, and resist shifting entirely to social media. I like the info I receive from my kids' high school, as well. It's mostly emails and a weekly parent e-newsletter. It's enough.
i think it's pretty good
I think making the website user friendly and continuing to use social media is adequate. The newsletter, which I don't usually read, is also good for those who desire more info.
I think more social media use and less on the schools actual website. I don't even think I've ever seen Creekside's website
I think providing updates in reliable community news sources would be helpful. For social media, short videos would be great. Y'all are doing a great job!!! We appreciate you!!!
I think that staff should be notified before parents.
I think that the district communications should appear more generic without a name associated with controversial updates. Or, eliminate the calls and sign emails as WCS Communications.
I think that this is a tough topic, I do like some of the changes that have been made recently around Ravenwood. I prefer the text notifications and email notifications with links to the information I need to hear. (Of course I love to hear Carol Birdsong's voice!)
I think the communication is overall very good
I think the communication is sufficient and clear
I think the communications dept does a great job among residents who are connected with the schools. It is a much more challenging task to communicate with those with no connection to the schools.
I think the current communication is sufficient
I think the current system works well.
I think the district does a fine job communicating with residents.
I think the text alert is the best way to let parents know there is an email with information on the way. I receive so many emails, if I do not see that text I unfortunately will probably not see the email.
i think the text to check our email has been helpful... i think the calls from Carol have been helpful as well...
I think the website could be more customer centric - easier to navigate.
I think they already do a comprehensive job!!

I think they do a good job
I think they do a good job. Emails and texts work just fine for us.
I think they do a great job!!
I think they do a wonderful job!
I think they're great
I think WCS Communications Department does a good job.
I think WCS Communications is doing a great job!
I think WCS does a good job with communications. I wish my son's high school did a better job. The only suggestion I have is if you could make it clear how to opt out of certain messages without opting out of everything. For example, my son doesn't ride the bus regularly anymore, but we were getting messages about his bus every day for a couple of months. The messages said I could opt out, but I wasn't sure if that would only opt me out of bus messages or everything, so I didn't risk it. Thank you!
I think WCS is doing a great job with communication!
I think what you are doing, works well.
I think you all do a great job communicating through a lot of different platforms. Thank you!
I think you all do a great job communicating to parents so long as they subscribe!
I think you all do a great job! <3
I think you all do an excellent job with communication.
I think you are doing a fantastic job communicating already and wouldn't change a thing
I think you are doing a good job and read and review all communications.
I think you are doing a good job.
I think you are really good
I think you do a fabulous job!
I think you do a good job. No matter what you do, people are going to complain or not read the info. Put it out in various forms and people will read it if they want to.
I think you do a great job with communication. I appreciate getting information more than one way.
I think you do a great job! I love the phone calls and emails. The in focus letter is great too.
I think you do a wonderful job.
I think you do amazingly well! Very satisfied.
I think you do an awesome job!!! I need my people to get their materials to us so we can publicize their events.
I think you doing a great job
I think you guys do a fabulous job!

I think you have covered all social media opportunities. I can't think of other ways at this time.

I think you're doing a great job! The most useful tools, in my opinion, include: texts/calls/emails along with district and school websites

I think your efforts are utilizing appropriate communication modes. Thank you.

I use skyward most often, almost everyday, but some teachers do not sync skyward with schoology and it's rarely updated. Please, encourage your educators to use skyward, it helps parents help them with the students' progress.

I very much appreciate all you do to communicate with us. I especially like the texts and emails. Thank you so much for all you do!

I was blessed to have Paula at Spring Station prior to covid who was always on top of things now that we are back in person Sarah Lamb at Summit is just as incredible. I wish the district had communicated as well last year during more trying times. I realize though that's tough with so many schools. I'd especially love a recap shortened version of board meetings for I most admit I cannot listen to the back and forth, etc. that I could watch on my own time. If you have one I'm unaware and maybe others are too; I knew of some during covid. I also do not follow twitter or facebook to time consuming and I have many friends in district who feel the same we rely on school and district email/calls/texts.

I was not aware of a WCS Mobile app. Is that currently in use or just in development? Please provide more info about how to access this resource. Thx

I watch streaming school board meetings and read the newsletters, I think that is sufficient.

I would like a publicly posted course equivalency chart for dual-enrollment. Getting answers from counselors about dual-enrollment is like pulling teeth. What math courses transfer from the colleges back to WCS? Why is this information hidden? This kind of thing I should be able to find on the website. Think about information that parents need and put it out there. Hiding it so WCS administrators have control is crazy thinking. From my observation, WCS is behaving like a proprietary institution. Be transparent.

I would like for the district to begin sending the same emails/text messages that parents get to the students, same goes for individual schools.

I would like more communication from teachers.

I would like to be able to specify ways to get certain types of communication. I would prefer calls for things like school closures, but text messages or email for other non-urgent communication. Instead we get calls, texts, and emails about the same thing, which is redundant.

I would like to have a place to log in (like Skyward) to modify communications and how they're received. For example, I once opted out of the informational calls from our school (I'd rather just get email). When I did that, it opted me out of the calls when the buses were late. I didn't realize those were the same category of communication. They should be different, but it would be nice to have a place to log in and see this.

I would like to know when meetings are happening or if there are things being debated

I would like to see more information about school's sports game times and events
I would like to see the bus locator app improved
I would like to subscribe to school based text alerts. Sometimes important announcements are buried in email.
I would love for transportation information to have an option of text/email only correspondence
I would love it if the Creekside principal emailed more regularly like the other principals.
I would prefer emails/ calls to be outlined and planned VS winged. Complete information given in one email (even if it is later) rather than partial information given in back to back emails/ calls. It seems there have been several non emergency emails from my sons school that could have waited 30 minutes before 3 separate calls/ emails correcting themselves were sent out. Has happened several times over the past couple of years.
I would prefer not getting texts to check my email.
I'm definitely not high tech, however, as parents we don't have a lot of time to spend looking on the sites for what we need. You have people who ARE high tech, make it easier to get what we need and get on with other things we have to do
I'd like to get the emails after I receive a text saying to read the email- often times, I have to ask my husband even though I am the parent who keeps track of things.
I'd prefer email and/or text. Phone call AND text AND email is a little much.
use "Please view the district-created link below" or something more elegantly worded, and the text would include the URL of a direct link to the specific announcement/news posted on the WCS website.
No social media accounts required, removes the step of having to go to a different app, sign in, read the email, etc.
As an employee of WCS, I try to have firm boundaries about opening my Outlook outside of contract hours, and since I receive and send dozens if not hundreds of emails per day, it's very easy for those "go check your email" emails to get lost in the shuffle once it's been opened/read.
Also, I would like a special shout-out if this suggestion is utilized. :-D I'm the full time school counselor at Grassland Elementary.
If calendars were updated with all sport and content we wouldn't have a zillion places to track information. Between emails, team snap accounts, texts, social media posts, etc. sometimes the communication plan / process is more cumbersome than it should be. Everyone has a phone but not everyone is on social media, so opt in text is amazing. Then if you need another avenue for Wilco residents think of a forum that already addresses that to deliver the result you need.
If important information needs to be shared, I expect to receive an email from the principal or the superintendent. If the information is urgent, I would like to receive a call/text. If I need to find out how to handle an absence, contact a staff member, plan for upcoming exams or testing, I would like to be able to go to the school page and see all of that info readily available on the school page.

If several WCS e-mails go out in one day, one text for all of them should be sufficient vs 3 texts the same day announcing the e-mails
If something is needed specific only send information to this people instead of everyone.
If the communications director controls the live feed from school board meetings, they may want to know the rules that do and do not apply to such broadcasts. Also, using the Rumor Mill section of the district newsletter as a snarky, out-of-context response to legitimate parent concerns is a bad look and one that does not feel like we are not all working towards the children's best interests.
If the website made it easier to get to the school's complete website it would be helpful (it takes us to a general school website, but not the entire site.)
If you can find a "track the bus" app that actually works, that would be great. I think communicating transportation issues (buses running late, etc) one area where WCS can improve.
I'm only receiving texts and phone calls, and no longer receiving emails from the district or the transportation department. I'm not sure what happened because I used to get them.
I'm pleased with how the communications have gone over the last several years....so I don't have any issues. As we head into winter weather season, I would encourage WCS to be pro-active in communicating about weather related cancellations. In the past it was helpful to get the "we are keeping an eye on the weather" communications to help get some sense of where the district administration sits regarding cancelling school of the next day.
I'm very satisfied
Improve on checkpoint car options that is not covered well for New drivers at all; need more than zoom per month option or end program.
Improve the live feed of broadcasted meetings such as board meetings. Both video and audio need improvement-- better quality coverage. Look to include those stakeholders and community members which are not physically present in a way that is more comprehensive.
In Focus could be more news
In Focus doesn't really address the serious issues that come up.
In Focus has been great ! Thank you
In general, it is excellent as is, but sometimes, fewer notifications is more effective.
In my opinion, more communication is needed with families during their child's transition years 5th to middle school and 8th to high school. Especially in high school about their child's schedule and/or options of classes. I have a rising 9th grader so this will be important to our family.
Include info in text messages rather than texting a notification to check email.
Include the link to messages on the text messages. I sometimes get the text saying there is an email but no email. It would be nice to have a link in the text that opens PDF of the email. Eliminates people having to search in spam emails.
Increased honesty and transparency.
Individual schools sometimes communicate information AFTER the related event has occurred.

InFocus seems to be about spotlighting students and schools and a marketing platform more than being informational. This is great. I would also like to receive more information about and reporting on WCS choices, changes, and upcoming decision points that will directly impact my students' school experience.

Information should be filtered per school or if it's a district wide message, make sure teachers also get communication shared with parents.

Instead of flip flopping wait to get the accurate information out . Example: mask situation

Is there a way to opt-out of some things? For instance, I like texts about some things, but my kids don't ride the bus, and bus 109 gets combined a whole bunch.

Is there a way to send emails so that they don't automatically go to spam? I've tried to change my settings, but still find emails regularly in the spam folder.

It is hard to find what you are looking for on the district's website. I always have to do a google search or go back 2-3 times to finally find whatever I'm looking for.

It is sometimes difficult to find what you need

It sometimes feels hard to find information I look for on WCS website. I hope each school has same structure of website and it would be easier to compare and find exact information. Email and phone call is great for communications.

It works for me, but owls would be cool, too.

It works great. We always get all the info we need. Thank you

It would be great if the texted communication included the actual information, right now it's just a text telling me to check my email. Which isn't as helpful.

It would be great if WCS would listen to the actual parents of students. We submit our opinions and ideas but I rarely feel heard.

It would be helpful if the information being provided was just that, informative, and not propaganda being pushed by the school system.

it would be nice if there was a way to somehow stratify the text message alerts and phone calls. Hungry Howie spirit night seems to have a different level of importance than my kid's bus being late and it would be great if there would be a way to say what categories of things we want to be notified for.

It would be nice that when bus communications are sent they are accurate. With the lack of bus drivers we seem to be getting more calls/ emails about late bus and it is not helpful when the information is incorrect.

It would be nice to have options for voice vs. text vs. email blasts. It is frustrating to get the same communication 3+ times or to receive a text/call to tell us to check our email. I understand that each of these methods of communications work differently/better for different people. It would be nice to have preferences or settings that we could modify to let us choose our preferred method(s) of communication to avoid the duplication. It would also be nice to be able to opt-in/-out of the transportation-related messages, so that we can toggle during periods when we are or are not bussing our students.

It would be so helpful to my students if I were able to communicate with them through the REMIND app; I have used it in the past and it's quite effective. I was told that it wasn't allowed in WCS, but students do not usually check email or read messages through Schoology, Skyward, etc. If I were allowed to use REMIND, they would get pertinent information in text form, and so would parents, if they sign up for it. Communication is vital since I teach art and have two clubs: Art Club and the National Art Honor Society. Thank you for considering this as a form of effective communication from teacher to student, on a professional platform.

It would really be nice to have control of notifications from the school. I get a phone call that tells me I have an email coming that then comes as a text notification. I would like to be able to choose my one source and be done and know it is coming that manner, with the exception of emergent news (weather cancellations, etc...) via phone call as those are emergency needs and methods best used for that kind of thing.

I've gone to the website to find further information on things... only to not be able to find the relevant info.

Jason Golden should send a monthly newsletter to all WCS parents with updates.

Just always be clear and concise.

Just don't call me at 5:00 am

Just stick to parent email, phone and text.

Just that communications be consistent and delivered consistently across platforms.

Just the communication for new families!

Keep communication timely and to the point.

Keep communications brief, messages that are too long won't be read

Keep consistent updates on website.

keep it simple

keep it up!

Keep it up! I feel well informed.

Keep messages brief and to the point. With an optional link to explain in greater detail if available.

Keep specific school websites updated. It's hard to find current information for upcoming sports tryouts, etc. The most helpful information source is the email from the Principal, but only for current events. If you want to look for information for the next semester, it is usually outdated.

Keep two pathways, ie voice and email/text.

Keep up the communication! It's nice to know what's going on as it is happening!

Keep up the good work!

Keep up the good work! Go team!

Keep up the good work! I utilize the website and focus newsletter often.

Keep up the good work!!!! Everyone is your department is awesome!!!
Keep up the good work. You have the right balance of urgent and non urgent. Keep an eye on The Board for us.
Keep up the great work!!
Keep up the super job! :)
Keep using Twitter, email and text notification system
Less from the principal. There's too many with the same information so you have to filter through it to find the new items.
less is best
Less overlapping communication. I get bombarded with text and phone and email notifications all saying the same thing.
let parents decide via skyward, how to receive communications. I don't need a call, email, and text. just one or 2 of the 3 options.
Limit communication to important topics and to specific parties. Like specifically note items as "THIS IS FOR HIGH SCHOOL PARENTS", etc. Keep it simple and short.
Limit communication to only the most important messages.
Limit emails for essential information only, less often with simple bulleted list of items with links to click for more information if needed. Eliminate all the flyer attachments and keep the messaging brief. I get a LOT of emails from teachers principles and district and I can't unsubscribe because I need some of it but could do without 80% of the unnecessary information. ALSO, I do NOT need a phone call AND and text AND an email if bus schedules changes, a simple brief text is fine.
Limit texts / calls to critical or time sensitive issues
link schoology and skyward correctly
list ALL email addresses for all staff, leaving a voice mail to some does not work in getting return messages, nor does the voice mail they leave clear enough to understand
Love Carol Birdsong!!!
Love the text messages, perfect for working parents!
Love the text with the see email for more. That's my favorite. Thanks!
Mail really important notices/news, I know it's expensive but sometimes it's the best way to reach people.
Make it simple!
Make lunch menus easier to find on the website when using a mobile device
Make sure emails are going to to staff with important information
make sure that information is timely

Make the app more user-friendly. It should be the first place we go for information but it lags behind word of mouth and other social media outlets.

make the individual school websites more up to date, user friendly, and contain current news related to the school
they are somewhat hard to navigate and find things/people you are searching for

Make the website more user friendly.

Make them more consistent, e.g. bus arrival/departure delays. Use only facts in communications re: mask mandates

Make up your mind in sending parents updates regarding Covid policies ONCE, instead of sending conflicting messages.

make websites easier

Making it clear at front page of website who to contact for specific departments and news

Many of the news letters from the schools come in an email that has a link to a PDF. This is counterproductive to recipients that are viewing on a phone it would be much better if the content was included in the body of the email for quicker access.

Masks

Maybe each individual school website have a calendar of ALL upcoming events. Not just a district wide calendar. I have 4 children in the school system. Sometimes it is hard to keep up with everything going on.

Maybe find a way to show the people of Williamson county that CRT is not being taught in schools, that our libraries do not need to ban books and that teaching about seahorses is not pornography.

Maybe instead of Friday notes--it could be Monday morning notes? Week ahead plan? The Friday notes are nice, but the notes come later in the afternoon, which means most of us have left the building for the weekend. Maybe collect important emails sent from CO to employees and put into a week in review email to make it easier to search for those emails. Generally, the communication is good and important. As an employee, I receive a lot of emails to sift through on a daily basis, but I don't have an idea how make it better. Thanks for all the work you do! I know it isn't easy!

Maybe instead of phone calls it could be a text?

Minimize the number of messages I receive per school year. It has been too much since the pandemic. Very time consuming. Also please try to communicate only by email. It is not necessary to say the same thing repetatively in multiple ways.

More clear information, not three different messages with conflicting information within a 36 hour time frame.

More Days off of school.

More focused emails. ie: high school information not sent to middle school students. (Band) Covid updated either need more specific information in them or they need to go away. Because you are not really giving us any information. And getting 5 emails a week that say
ie: "your child may or may not have been exposed, but it is not confirmed covid" is useless information that we basically already know because we are forced to send them to school with people who refuse to mask or vaccinate.

More info on the school websites would be helpful

More information specific to our children's elementary/middle and HS.

More of a notice if at all possible for any meetings
And/or elections

More on Facebook

More proactive communication rather than punitive and reactive communication. For ex. TicToc bathroom incidents at CHS. FSSD had a much more proactive and parent partnership centered response asking parents to help and talk to children. FSSD went out within 3 hours of the first incident. WCS had incidents going in for over 2 weeks and finally sent something out only to threaten vandalism charges. Parents want to help and support you but if they are not kept in the loop that can't do that...unless of course you are just wanting us to drive them to court dates. Also communication often assumes parents have been in the district for years...please be sure those new to the district know and understand how things are done. Better parent orientation about the logistics (early dismissal, checkpoints, FinalForms, exams)

More promotion to all residents, especially those relocating to our county

More text articles to find out information rather than videos to watch.

More texts or e mails or social. However the child's parents receive communication. Also sends home paperwork with the kid's. Letting the parents know what is going on at school and sports. Everything. Everyone operates on different systems. The old time ways and the new tech.

More texts, fewer calls. Also, please no calls telling me to check my email. A text communicating that would be sufficient.

More timely communications about changes in bus transportation - we often get the communication after the bus has already been swapped or is late.

More transparency

More via text - for important deadlines, events, opportunities, volunteer requests, etc.

My 2 kids just graduated and I was never so glad to get away from the overwhelming amount of communication. District Newsletters, School newsletters, teacher newsletters, emails from all of the above, phone calls, text blasts, etc. Many of these newsletters contain pages of the same information week after week with only a slight addition of new info buried deep inside. That was extremely frustrating as a parent. As a teacher in the district, it feels like the parents aren't reading what we send now because they get so much that they are overwhelmed.

My child was injured and treated. No communication. That's not right

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Need a better search feature for school website. Sometimes it is so hard to find what I am looking for.
Needs to have less "stuff", not look so dated and to be easier to use.
Newsletter with important bullet point summary in the top
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No - Seem pretty good
No at the moment
no feedback
no feedback at this time
no hiding, publish everywhere
No I am fine with receiving phone calls/texts/emails
no I do not.
No I like it how it is
No I prefer email
No I think it is fine.
No- I think it is very thorough
No I think there is great communication.
No I think you do a good job already...
No I'm happy with what we receive
No it's very useful
No need for a call, text and email for every communicationâ€¦choose one
No need for text and email. Text should be urgent (i.e. school cancelled). Email less urgent. Phone call/VM only necessary on occasion (not with every email). Make it easy to unsubscribe to the annoying calls that are typically not relevant.
No suggestions
No suggestions at this time
No suggestions at this time.
No suggestions. The quality and evolution of WCS communications has been excellent.
No! I think Carol and her team do a terrific job.
No, but I really like the text message system.
No, but the schools themselves abuse the text system. I don't need a text to tell me to go check my email. Either text me the info itself, or email it.

No, I do not have.
No, I feel WCS Communications are more than adequate as they currently are.
No, I like the phone call & email system. I don't want to have to check social media to hunt down important announcements.
No, I like the text, e-mail system.
No, I prefer the text and phone messages from the school.
no, I think it's good. Possibly mailers or fliers?
No, I think there is a good balance. I know where I can go to find more information as I need it.
No, I think they do a good job.
NO, I THINK YOU ALL ARE DOING A GREAT JOB!
no, I think you do a good job communicating
No, I think you do a great job.
No, it's good.
no, please keep text messages and phone calls - this is my primary way of obtaining important information
No, thank you for all that you do.
No, thank you.
No, the phone, text, and email system is already efficient.
No.
No.
no.
No.
No.
no.
No.
No.
No.
No.
No.
No.
No.
No. All good.
No. Everything is going well. Love the text and call outs.

No. I think it communicates well
No. Not at this time.
No. I appreciate all the ways you are trying to reach us.
No. I feel informed through call outs and text messages.
No. I like the current system/s
No. I love that I get a phone call telling me to look for an email!
No. I think Carol and her team do a fantastic job of keeping the WCS community informed on all WCS pertinent school-related information.
No. I think the recorded messages followed with emails is sufficient.
no. satisfied with the communications.
No. Satisfied.
No. Thank you
No. They do excellent work.
no. you're doing a great job
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None at the moment
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None at this time.
None at this time.
None right now
None, good job,
None, I like the phone calls and texts the best.
None, really...doing a good job as far as I can tell!!
Nope
Nope
Nope
Nope
Nope - I think you are doing a great job. If someone says they didn't hear about something, then they haven't really been looking. :)
Nope. Thank you for all you do!
Not all of the links on the website are kept up to date, so I would recommend working on that.
Not assume everyone is on social media. I shouldn't have to have a social media account to get news about what's going on at my school.
Not at this time
not at this time
not at this time
not at this time
not at this time

Not at this time
not at this time
Not at this time
Not at this time
Not at this time
Not at this time
Not at this time
Not at this time
Not at this time
Not at this time
Not at this time! Keep up the good work!
Not at this time.
Not at this time.
Not at this time.
Not at this time.
Not at this time.
Not at this time.
Not at this time.
Not at this time.
Not at this time.
Not at this time.
Not at this time. I feel like communication is fine.
Not at this time. I think you do a great job.
Not at this timw
Not be transparent. I would love to know when there are meetings for parents to attend
Not getting enough communication on ground level that's from teachers about weekly agenda.
Not really
not really
not really other than there are times when it is just too much between the district and multiple schools
not really. I guess the website is a good way so people can search for the site if they need information.
Not really. But the websites are fairly difficult to find what you are looking forâ€¦have to do such a deep dive into the site to find the info.

Not really. Email and the calls/texts are helpful.
Not really. WCS is utilizing all means and modes of communication. That's the best you can do.
not specifically
Not sure
Not sure
Not sure
Not sure but emails I use to receive in my inbox now go to my junk folder from the school, district, etc.
Not sure.
Nothing additional- you all do a great job! :)
Nothing comes to mind right now.
Nothing special
Nothing to suggest
Notify employees before parents, especially when school is closing. Sometimes the students tell us what is happening.
Notnsure
Now that the worst of Covid seems to be behind us, the district could greatly benefit from some in-person communication efforts (such as the public meetings of the past that included the superintendent, communications director, and school board members). The WCS community deserves an opportunity to ask questions to those persons directly and get honest answers on a number of issues. Also, I realize that the district administration receives an incredibly high volume of emails, but very few of those ever get responses - it would also be helpful to assign someone to at least respond to parents occasionally. Thank you for your attention to effectively communicating with parents and the community - it is appreciated.
Oak View does a great job
Okay I'll be honest there's a Lot of information on the website it had been a difficult to find info but then I always call and the wonderful staff at WCS helps me find what I'm looking for.
on school closings call earlier than 5am
on the website it's really wordy, cut the fat and trim to needful information. & change the color of the words and links to be blue or black not red, it's an irritating color to read. my husband says there's too many emails. i think if you sent important needful information only in emails and put a link in the email that we can go to the website to get all the other stuff when we have time. people aren't reading the important things because they don't have time to sift through the fluff. we have 3 and soon 4 kids in school. we get daily emails from teachers with attachments and district emails. love knowing what's going on, especially in classrooms but please simplify and keep it direct.
One source. Currently too many avenues for information and they are often not in sync or updated timely and just cause additional confusion.

Only 1 call per household for district related info – too many calls when you have multiple children in multiple schools. If it's school specific multiple calls/texts are understandable but not for general district info
Only listed previously. I understand though that it could be cumbersome and time consuming to separate the different schools.
Only use twitter no one likes the stupid phone calls
Opt in to receive one form of communication, either text/phone call/or email. Not all the above
Other than mailers or electronic signage, I think WCS communication is covered.
other than the website, I think things are well done
Our individual school does a great job with communication so I usually get information from them. Are other schools not?
Over the last 18 months, you all have had arguably the hardest roles in the district. Kudos for all you do...keep up the great work!
Overall satisfied
Overall, pretty good and we appreciate direct communication via the school's Principal & Carol Birdsong.
Overlap In communication from district and schools can become overwhelming
Parents complain that they can't find the information that they need on the district website. I agree that it can be difficult to navigate.
Parents need to be notified when a school goes into lockdown, for any reason. The last time there was a lockdown we were only notified after it was over. We also need to know the reason for the lockdown !!
Partner with parents who can help supplement communications via email and social.
Perhaps having things on the local news.
Personal email/text or phone call is always best!
Personally, I am fine with your methods of communication. Some of your previous policies as instituted by the current board and Superintendent, now those are my main concern.
Phone alerts the best
phone and text messages are greatly appreciated
Phone call messages are still the best form for immediate communication
Pictures of staff with their contact information and job description
Please avoid social media like Facebook and Twitter. Both have become evil and I personally would like us to do everything to lower the future generations addiction on the above media.

Please be more specific in emails/texts when there is a developing situation. One of my sons attends Centennial and direct specific information about threats even after the fact is not provided. This allows rumors to run amok and damages the name of the school and WCS. Please also provide this to local news outlets as the stories they run can be ugly.

Please do a better job of announcing school board meetings and topics to be covered. The only way I found out was word of mouth and left little to no time to share my concerns with my school board member. This is information parents should be given well in advance and it should be widely posted. Unfortunately due to the lack of information provided, it seemed very clear that the school board had little interest in engaging parents.

Please do not censor the content from the school board meetings.

Please do not rely on only social media. I don't want my kids in it so I try to refrain from more than 1 platform

Please do not send call outs at 5 am.

Please do not send important messages late in the evening, this interrupts Family time. Additionally parents may not see the important information until the next day.

please don't take away traditional means of communication that are in place today.

Please ensure that WCS highlights a variety of student accomplishments and not just our 'perfect ACT' students and top student leaders, which gets a disproportionate amount of attention. Valuing more students will go a long way in our students feeling valued and important.

Please fix the bus driver problem. We are so tired of getting a million phone calls that the buses will be late. A text would suffice and be less tedious for both senders and receivers.

Please keep doing what you are doing. EXCEPT please update the website

Please only communicate one way. I don't need an email, text and a phone call. It is way too much!

Please only send emails. I don't need phone or text messages.

Please provide immediate clear and public comment on the censorship of public speakers at the last school board meeting quoting books in WCS If there is a direct FCC legal obligation to the silencing of the speakers it needs clearly defined to all WCS parents and community members. FCC provided a very different response when I inquired on the laws.

Please put a summary of the message in the text message rather than directing us to check our email.

Please see previous answer. Thank you.

please see previous comments. overall, I think you all are doing a good job.

Please stop emailing about potential COVID cases.

Pleased with what you do. Like the idea of apps.

Posting information on Williamson homepage.com

Prefer not to be texted if something is not urgent.

Prefer texts! I remember last year when the bus had lots of delays, we'd sometimes get calls between 5-6am calls, which were a bit too early.

Previous school districts had a 'school app' specific to the High School and any relevant district/county information was listed there. More in touch with the school than the district as a whole. Too many schools in WillCo to read through everything to get to the messages relevant to me.

Prioritize staff getting urgent communications before the community, otherwise have everything drop across platforms at once.

Provide an App for communication with teachers, access to grades, syncing calendar of events, notification of absense, pick up bar codes to scan and inform kids time to be picked up.....and would be great to have bus tracking like you see with Uber pick ups so kids know exactly when bus will arrive vs waiting outside!

Publish the school calendar for the next school year earlier than January.

Put more information on your main website. Thorough and up to date information daily, weekly, monthly

Put out information parents want and be more transparent on every aspect.

Put the update in the text. It's silly to text and say check your email. Link to the update in the text. Add a news feed to the school websites.

quick access buttons from the home page for info most frequently accessed - like menus, calendar, etc.

Quicker notifications

Reach out two days in advance

really appreciate the text messages.

Reduce calls to important district, transportation items only. No calls about school bake sales and picture day, leave that in an email or newsletter.

Reduce/modify the phone/email/text system use. For many messages, I receive an email, a text, a phone call on my cell, and a phone call on the home phone - and my husband also gets a text and call on his cell. It is too much and very annoying. I don't need 2 texts and 3 phone calls just to tell me to check an email.

All methods should only be used if it is an emergency situation (school closed, closing early, etc.). All 3 should not be used if it's just a reminder of a late start or weekly activities - that should ONLY be an email!

I also wish I knew how to modify a number - I only want home phone calls for weather related calls early in the morning.

I don't need calls to both my husband and my cells and home phone when my child is marked absent (and I already sent in a note, too).

Regular email communication

Regular update on Sunday evening or such for upcoming week.

Remind

Remove Carol Birdsong

remove the comment feature from your facebook posts
Reserve text messages & calls for important/urgent topics. Use email for non-urgent matters.
Right now I receive way too many messages from the district, two schools, 14 teachers, and multiple extra curricular activities. It's overwhelming any many messages go unread.
running ticker of important headlines on classlinks
Satisfied with current communications
scheduling
School based emergency situations (lockdowns due to internal or external factors) or weather related issues should be communicated with systemwide staff that go to many schools. We are often unaware of safety situations when between schools.
School websites are difficult to navigate. School menus are very hard to find. There should be a quick link tab with items parents need every week like the menus.
See answer above! From a parent perspective I can tell you that our kids are not ok with the current atmosphere at many WCS schools. Kids are completely stressed with the political turmoil that can be found on campuses. I encourage WCS leaders to do a survey of students, parents, and staff to get a perspective on how everyone is feeling. I'm very concerned about the mental health of my children and many of their friends. There's a definite politically divisive atmosphere that I would hope WCS is aware of. Whatever you see going on in the communities is coming through to the classrooms. Students need a safe and positive learning environment and it definitely is missing at the secondary school level. Thanks for all that you do. We know the pandemic has affected so many people and WCS is trying to do a very hard balancing act to make everyone happy!
See my previous comment. Unloaded there. One other thing, however, this may have more to do with the transportation department. Sometimes we get notification from them or sometimes not, about late buses. And often, it is last minute, with little or no time to make arrangements for pickup. This becomes an even bigger issue when your child has after school commitments, like team school sports. Since I haven't received a feedback survey from the WCS transportation dept., ya'll are getting my two cents. Also, In general, there are too many important school, too many cogs to get hamstrung by, trying to find domains for, and passwords to remember, in order to stay afloat. Very time consuming, and inefficient. Can you remedy this? Thankyou for listening to my mostly unrelated rant, and the opportunity to express it. Again, the WCS app is pretty decent.
See previous answer
See previous answer.
See previous answers, in marketing communications and some rights to privacy and access to subscribing and controlling my subscriptions is not working correctly and that needs to be addressed.
See previous response.
Seems to work - email/phone blasts go out simultaneously for important stuff. Weekly newsletter for interesting stuff. I do think school calendars should be released at least a full 12 months in advance of the start of the school year. Thanks for asking!
Send better links with in your emails.

Send emails about pertinent information that has been decided in board meetings and the reasons behind them including the ones hi voted for them

Send emails/texts from both the schools and district in order to make sure families receive the information.

send information via call out and follow up emails.

Send only one form of communication. Either a text, a phone call or an email, not all three.

Send option to enroll in newsletter with county tax bill.

Send out school texts AS SOON as information is presented. I hear mostly from my children before the district sends out any info.

sending a text to say check your email seems unnecessary

Sending the kids home with information on sports camps etc.

Separate out SMS and phone messages. I only want SMS, no phone. But I get both.

Simple is always better and as the years have gone on the volume of Info has increased dramatically. Am nearing the end of children in school and always advocate that less is more.

so many channels makes it hard to keep up; sometimes things communicated in Twittter or Facebook but not other ways

Social media notifications, quarterly emails about subscribing to the newsletter, or app?

Sometimes it is challenging to find calendars, etc. but that seems to have gotten better in recent years (referring to using the WCS website).

Sometimes the back and forth can be a lot (e.g. mask changes)

sometimes the distinction between what the county and what the schools are doing is not so clear and I end up going back and forth to determine holidays and times that I would think are in one place but are in another. I would try to determine the top items that people go to look for in various items, whether school or community and make sure it is clear where that information can be found.

Stick to phone/text/email. Not everyone wants to have to go hunt down info on a million social media platforms.

Stop calling and texting at 6:30am for bus change info that wont take effect until 8:30am. STOP WAKING US UP!!

Stop censoring parents at meetings. Stop unconstitutional limiting of number of parents that can be heard at meetings. As long as they are on topic, they should get at least 10 minutes to speak and everyone should have a chance to speak and be heard.

Stop incessantly texting changes to covid policy. You look chaotic and unstable.

Stop muting people.

Stop muting speakers at school board meetings.

Stop paying for surveys. There are ample ways you've provided to get information. You don't have to spoon feed us. If people claim they are not informed then they're lazy or inept at accessing all available means of getting information.

Stop the repeated communication. No need for an email / phone call / and text about the same subject. It's too much. Allow the user to mark something primary.
stop using "do not reply" email addresses
Stop using FB and twitter. Leaves so many out
Stop your emails from going into spam folders,
Streamline it. Lots of communication is usually the default, and I get it, but people are busy and tired.
Students do not use Twitter as much as they used to. Instagram would be a much more efficient and popular way to share information, especially with individual groups (arts groups, athletic groups, etc.)
Teach history with all our faults but CRT is not the way and Williamson County schools should let residents know that they support such.
Teacher emails from Skyward never have their email address listed to send back an email if there is a question. It's always frustrating for high school/middle school parents. Also, my child has some online classes. When I teacher signs an email like "Ms. B" I have to search each high school staff list to figure out where she is located and the correct email. I suggest emails through Skyward have contact info. included.
Teachers cannot access Facebook from school which is a major way information is shared.
Teachers deserve way more!!
Teachers should be notified by the district of emergencies before parents. I had a student tell me we were getting out early one day.... His parent had let him know before teachers were notified.
Teachers should find out information such as delay of school times / weather delays closures / problems in the buildings/ etc. before students are telling us about it first
Text
Teacher emails come from 'do not reply' but sometimes they don't include their email address in the body of the email. If the teacher is asking for replies, they need to include their email or I have to
Text and email is fine for me.
Text and phone call telling us to check out email is VERY helpful because so much of your email goes to junk and we (the parents/residents) have no idea we missed something. Text is really the best way to communicate and seems to be the most reliable.
Text bus changes rather than email/phone
Text first, then email, then call if emergency - a millennial
Text for bus delays rather than voicemails would be nice too
Text messages and calls are great
Text messages and emails are great. I do not like the voicemails.
Text messages are the fastest and most reliable means of communication for my household.

text messages have been GREAT - that's the easiest way to get good information. Videos are nearly impossible - parents can't watch with sleeping babies and teachers can't watch with students around

Text messages with a link to see what the updates are

Text messages with links to info page

Text on lesser important messages, like "check you email" calls etc

Text or email.

Text when buses are running different schedule

Text when important information is available

Text, Twitter, Facebook & YouTube

Text/phone calls are the fastest, easiest, and most effective way to deliver important information.

Texting and emailing works great for us. Other news I get from the newsletter.

Texting is my favorite way because it's immediate

Texting should be the main communication route. It has been for most other systems I've been a part of.

Texts are best!

Texts for immediate/extremely important info, emails for newsletters (no texts that newsletters have been emailed)

Texts instead of calls when bus routes change. Texts wouldn't be as loud / disruptive so early in the morning. Thank you.

Texts, phone calls, and emails are always best.

texts, phone calls, emails are the most helpful

Thank you for ALL that you do to provide safe, truthful, and respectful communication.. especially in this time of not-so-friendly interactions :)

Thank you for all that you do.

Thank you for all you do to keep everyone informed during these stressful times.

Thank you for all you do!

Thank you for asking for our input.

Thank you for asking for thoughts and opinions!!

Thank you for being transparent and accessible.

Thank you for doing a great job!

Thank you for your continued efforts to reach parents, students, and stakeholders with vital information. It is nice knowing information as an employee and a parent. I like it when I know what the district message is for employees and what is being sent out to parents so I can help direct questions from my classroom parents. Thank you again for all you do!

Thank you for your continued service to WCS.

Thanks for all you do, Carol Birdsong!

The "donotreply" at the beginning of emails makes it challenging for parents to sift through important school related emails because it often obscures the tailored subject message. Many parents I have spoken with say if they see "donotreply" they just delete. Which is silly, but it is definitely happening. Unfortunately, teacher's using Skyward messenger for important parent communication also have this "header" so parents are deleting important teacher communications assuming it's "just another district email".

The "search" feature on the WCS web page does not work very well. It should operate like a google search form

The best suggestion would be for the Superintendent to be more transparent and active on social media as well as other avenues of communication.

The best way to get information out to me is via text with an actual message or a link to information. I would see that first and most likely follow the link from there to read information.

The BHS website could be better in terms of finding information.

The bus app does not work well. Would love to see something that works consistently.

The bus communication/tracking is awful and needs to be remedied. It creates unsafe situations. And I've tried to contact people 3 times and no one ever gets back to me.

The bus people don't need to call at 5 am. Day after day.

The calls and emails from Carol Birdsong are very helpful as are the emails from Dr. Dyson. It would be extremely helpful if each school had a Facebook group where parents could ask questions and information could be relayed. Perhaps have a group for each graduating class. It may take a parent volunteer to moderate each page, but this was done at FSSD and it was very helpful and informative and provided a great place for parents to ask questions about anything from a fundraiser to the date/time of a school event. It is very confusing for there to be multiple Facebook pages for every different sport team or student group. Many parents don't even know about them.

The communication has been bad. The daily email newsletter is mostly about sporting events that I could care less about, please move that to an optional newsletter for people that think that sports are more important than education. Half the time the important information is buried in the bottom of the email. If it is a daily email only send information important for that day and the next, have a separate digest email weekly with the aggregate and things that are long running campaigns like yearbook ordering. Yearbook ordering could be in a daily email if the ordering is opening up that day or the next, or the last day to order. I don't need to see that I can order a yearbook everyday. The mask situation was rough, I know that was not the fault of WCS, but they could have cleaned it up a little. Never should have had the policy to begin with, but that is another story.

The communication is great!

The current process seems to be working pretty well. The one thing that I never seem to get information about are school board meetings. I think it would be helpful if the school board meeting agendas and schedules were published regularly (like a certain number of days before each meeting). It would also be nice if someone could publish a recap of each school board meeting, including what was discussed and what was voted on and the way that each board member voted. Maybe there is a way to get this information that I have missed? I seem to always hear about the meetings after the fact and then I try to watch the stream on You Tube, but it's hard to get a summary of what was discussed. Again, maybe I missed a website or communication channel in this regard.

The District is doing a great job!

The District site is pretty easy to navigate as an employee, but the school site is not easy as a parent or staff member. Finding simple items like what time school starts is difficult.

The district website makes it difficult to find information.

The high school's website is a little hard to find things on. It always takes me 30 mins or more trying to find what I'm looking for.

The In-focus newsletter is AWESOME!!!! I open it EVERY time it's sent to me.

The information is there, but the website is not user friendly.

The more often the better. I feel like communication has been good so far.

The only issue I noticed was with the WC Transportation Department emails regarding multiple school bus changes for my son. The emails implied there was to be an attached file. After the third bus change, there was finally an email attachment or link to a file (can't remember how). I think it was user error, but I looked at the Bus Stop Finder app to find his new bus number and revised pickup time. WCS has been excellent in its communications, and I appreciate the emails, phone calls, and texts that are sent out during inclement weather and other important notices.

The phone call, then a text message, then an email can be a bit much. I feel only emergency or critical updates should be phone calls or text messages.

The phone calls work but it gets overused for fundraising, etc. If your calling me it needs to be important

The phone/email system is very effective and immediate.

The school and district websites are sometimes difficult to locate the information needed,

The school web pages are hard to navigate and find what you need.

The search engine on the WCS site should just include information directly related to WCS schools. The search feature on the district and our school's website never help me find what I am searching for.

The students use Class links to communicate teachers . I wish parents had a better way to access that and just use it and not skyward. Now that most students are online/ using their computers for everything. FvHS teachers/counselors have been good about calling me to info me if my child is lacking . Which I don't trust Skyward due to it not always syncing with Schoology.

The text messages accompanying emails are great - thank you!

The text/email system works well, making sure everyone is enrolled and knows how to control their options is the best bet

The texting option is great! Quick and hits the highlights

The texts are an excellent communication add and a key information source that gets my attention. Keep it up! Thanks!

~~The texts are rather professional so that is good. I think you all should work with the schools~~
individually as their content seemed disparate and repetitive which leads the user to flood and tune out.

The transportation communication might need to be improved. I stopped responding to calls from the school because they called too frequently with bus information. It does seem like this has improved.

The way to check grades and communicate with teachers is terrible and I have 4 kids in the system: because it is difficult to navigate I am less invested in their grades and what they have going on in school. For this among a few other reasons I am disappointed we moved here to be in this district.

The way to find the school webpages is hard and they are tricky to navigate.

The WCS App is a great idea, but hard to find specific information sometimes; therefore, I end up having to find the info on the website. For example, I was recently looking for a list of the late start days for BHS, but none of the icons seems appropriate to find the information I needed. I would have expected to see an icon that said "schools" .

The WCS website is not particularly easy to use, could be laid out more logically in my opinion

The WCS.edu website is probably the best way to get out your information. But not everyone goes there. Local media could be a big help.

The website can be hard to navigate.

The website could be a little easier to navigate.

The website could be more user friendly. It is often difficult to find information.

The website could be more user-friendly. Ensure the most important information that parents will be searching for is easily identifiable on the main page

The website for each school a bit of a challenge to find a specific subject otherwise great

the website for full district versus a particular school is confusing. The menu and links could be improved.

The website isn't very user friendly. It is difficult to navigate.

The website organization is a little weird. I have typed in a word trying to find a specific topic (Skyward or Classlink) and the search becomes internet-wide instead of site-wide.

The website(s) are hard to navigate actually. The search bar function rarely works in an efficient manner. It's the last place I go to look for information. Individual school websites are not user friendly either and often do not reflect current information or staff.

The websites are difficult to navigate and find the pertinent information. They also need to be updated more quickly.

The Word version of the newsletter becomes not as useful to scan past the 4 pages of unchanging info to get to the new info. Please put newest and most timely items first

There are times I google my school's page or the district page and it still brings up the old format web pages u had a couple years ago. The sites, of course, don't work but need to be removed. It leads to frustration! Overall with communication, I appreciate the efforts that are made. I always feel "in the know" and appreciate the work that goes into reaching parents!

There is no need at all to text, call, and send an email about the same thing - talk about overkill!

There's a monthly? newsprint mailer that covers businesses, voting, housing, etc . I can't remember the name but it covers Franklin and Brentwood.

There's a lot of grandparents raising kids today that know nothing about the internet and email so I think regular mail and phone calls or text may be best

They are doing a great job.

they are good

they do a decent job. parents that want to be in the loop will be and those who don't, no matter what you do, they won't pay attention/register information/participate.

Things get buried easily and important sign ups are not well advertised (like for the Spanish program)

Think FROM what you would want as a parent or resident and put those items first up front

This is our first year in WCS, but we have found district communication to be thorough and clear. Thank you for making communication a priority!

Timing of messages. My students receive information before I do and it is very frustrating not to be on the front end of early dismissals and snow days etc.

too many texts that read "check your email" from district and individual schools. Some principals use text for tons of school events like spirit day dress up and other things that are not important for a text or a text that reads "check your email for info on spirit days". An email would suffice for those things. Texts should be for IMPORTANT things like weather related early dismissal or threats to the school.

too many texts, phone calls and emails with the same information.

Too much communication! I tend to now overlook emails because I get so many messages from the district. It is overwhelming and ineffective.

Transparency and clarity throughout planning/decision making processes.

Transportation communications could be improved since bus stop delay messages do not seem to be consistently accurate

Try to make decisions earlier and be mindful of working parents.

Uniformity across the sight

Update lunch menu prior to beginning of the new month
Publicize the dates & locations of PTO meetings.

Update or upgrade your email service since alot of wcs emails end up in my spam on my Google account. Even when I say not spam, they are going into spam

Updated calendars on school websites

Urgent information vs. general information needs to be considered. I want general/occasional information less frequently via a newsletter or email than I do urgent information via notification, text, or email.

Use local news apps to communicate

Use modern sources of social media

Utilize your news outlets for big events and notifications

Wayyyyy to many emails. I only want notifications for unexpected events like bus/school delays or closures, or emergencies. Communication should otherwise be opted into, not an "all or none" approach. The amount of communications I receive dilutes the important stuff.

WCS app should give more notifications possible.

WCS communication Department is good in all expect.

WCS Communications Department does a fantastic job of keeping all stakeholders informed. I particularly love the text message feature that was recently added to alert me when an email has been sent. This helps me stay informed in-time so that I don't miss critical information.

WCS Communications Department is amazing! Thank you for all that you do!!

WCS Communications is doing a great job! Commend Carol Birdsong and Cory Mason for their leadership and efforts! Please re-consider participation in Facebook, Instagram and other social media. Although useful for communications, toxicity may outweigh benefits, especially when district has made available so many other resources for news. Thank you!

WCS department of transportation communication is lacking when buses are running late. We don't get calls approximately 25% of the time.

WCS does a fine job at communicating and I don't think changes are necessary. The only suggestion that I have is that individual schools should have more consistent organization on their websites. Each school has different information.

WCS does a good job with communication.

WCS does an excellent job of communicating!! Keep up the good work! World-class communication department.

We are expected to receive teacher communications through Skyward - so it makes sense that there should be a section in Skyward to house this information and a call out section for important updates, as well as links should they apply

We get transportation notification calls when there are changes in the bus schedule. The calls show up on my phone as from "walnut grove elementary". I would love it if it showed up as "Williamson county schools" or something similar so I don't have to worry why my phone is ringing from the school that day :) I panic every time!

We have found WCS communications to be satisfactory.

We have great communication from Summit and Spring Station Administration. Limited communication from WCS office and leadership- but we also don't look for it unless we're expecting something specific. Carol Birdsong is a GREAT spokesperson because we always listen to what she has to say.

I just wish that it was MUCH easier to communicate with my child's teachers. It's TERRIBLE that teacher emails always come from a "donotreply" email address and 90% of teachers do NOT include their email addresses in their signatures. So if we want to reply to a teacher message, we have to search the school site or skyward for the child's class schedule then teacher's name then teacher's contact info then cut/paste their email address to reply to the message they send. It's ridiculous. I can't tell you how many parents are angered by that. We should be able to REPLY to a teacher's email they sent to us without having to go through 4 steps to track down their email addresses.

We love our calls from Mrs. Birdsong!!

~~we need to continue to fund our schools but the amount of money being spent is out of control~~ versus other issues the county is facing. The county is building schools that are bigger than most college campuses and I feel it's overkill. You only have 14 million in the county budget for Streets and that is where you hear all the complaints coming from and that is traffic. Build schools that are smaller in size and don't cost 100's of millions of dollars. The smaller school will also help with teacher to kid ratio.

We pay attention mostly to emails, text alerts and Facebook messages.

We receive way too many WCS emails. Can there be a portal to log onto instead?

We should invest in a busing system with back up drivers and buses for less panic and disruption from phone calls related to poor transportation.

We also do not have buses for sports and kids are disadvantaged because of it.

Website difficult to navigate and find options

Websites need A LOT of work

Weekly letters from schools to parents and staff

What you have is working great

When I do visit the WCS website, it is mostly to find specific information. I frequently find the information difficult to locate on the site. I would recommend revising the site functionality for easier access to information.

When I first joined the WCS community (as a parent) I found it very confusing to have so many apps, websites, etc., that I had to create accounts in and have different sign-ins and different passwords for. (For instance- I haven't been able to access Skyward this school year, and yes I've talked to the school.) While I understand that all apps and sites have different purposes, I would LOVE to see you do 2 things- 1- Make all accessible by mobile phones, and 2- Have all of the sites under 1 WCS website with one login and 1 password per student or family. I swear I think there are at least 7 and it is too much to constantly access. Give me one site with bullet points to check relevant sub-sites as they come up in different areas.

When you email, put the information in the body of the email. Stop making it an attachment that I have to open or download. Don't text to say check your email. Text the information you are trying to disseminate. Don't call and say check your email. It is a waste of my time to listen to that message. Every point of communication should contain information. Easily obtained - no attachments.

While I find the website generally helpful, it is difficult to find information related to theater performances. The calendar online doesn't seem to be comprehensive (or updated) so it'd be nice to have an obvious button on the website for each area of interest (eg SPORTS, THEATER, MUSIC, etc) OR have an UPCOMING banner (maybe scrolling?) on the home page.

Would like to have access to a texting app (Remind, Group Me, etc.) that I can use with parents (from the teacher's end) and with my child's teacher.

Would love to set communication preferences for phone/mobile/e-mail, which goes where when for what type of notification etc. Also, Carol Birdsong's e-mails have started being filtered into my GMAIL spam folder even though I mark them not spam and also label them important.

x

Y'all are doing a great job!!

Y'all do a great job!

Y'all do great

Yeah put the right people in charge

Yes

Yes. Before sending out communication make sure that those who send are fully trained so as to not send communication that your child is absent from school (when they were at school) thus creating a panic from parents.

Yes. Don't send out 8 on the same day. Consolidate them. Then I get a text and email telling me the same thing. Makes me crazy.

Yes. Please just combine busses 192 and 21 permanently, so we don't have to receive 2 daily emails, 2 daily text and 2 daily calls about the bus driver shortage and that they're being combined. It's too much for each day.

Yes. With the food shortage parents need to be informed in what is going on. The kids are only allowed 2 sides and no fruits or 2 fruits and no hot items. Parents don't know this nor do the students.

You all do a great job! Thank you for all you do!

You are a huge district, create a memo/announcement/ links you want shared and have the principals include it in their weekly blast to parents, have something the PTO presidents can put on the school FB page and update it quarterly at a minimum.

Also figure out a way to email blast special groups, special education parents, RTI parents, all parentsâ€¦thanks for all you do!!! We are so happy to be here and a part of the district!

You are all wonderful! :)

You are doing a great job! Thank you for your hard work!

You are doing an awesome job!

You do a fabulous job.....

you do a great job!

You do pretty darn good already

You guys are awesome. I use the APP and website often. I never have a problem finding the information that I need.

You guys do a great job!

You guys send A LOT of emails. It's overwhelming coupled w work and life emails and details and they don't get read. Just email important things.

you should be sending out emails every day or every other day with news that's going on in the schools regarding plays, events, fundraisers, birthdays, game scores etc (by school) and then you need to have instagram, twitter and facebook to talk about the districts as a whole.

You're doing great. Thank you.

Your current plan is working for me.

You're doing a great job!

You're doing a great job. I feel like I know what's going on in my daughter's school and in the district. Thank you.